

Service Administrator

Southend-on-Sea

JOB DESCRIPTION

MAIN PURPOSE

To provide a critical support role as Service Administrator within our Southend-on-Sea Service helping coordinator bookings, data collection and evaluation and supporting the small grants element of the service.

This post will:

Provide business support including (but not limited to) dealing with telephone calls / messages, electronic communication, appointment management, word processing, data entry and database management, data capture, organisation of training courses / meetings, minute taking, production of resources and other general administrative duties.

Receive and enter data onto our secure data system.

Play a pivotal and supportive role within an innovative, forward thinking, dynamic and Multi-Disciplinary team, coordinating functions that ensure and enhance patient experience.

SUMMARY OF RESPONSIBILITIES AND DUTIES

Support in the coordination of the administration of the Service to ensure service delivery planning is systematically carried out, documented and actioned.

Support the Service Managers and Southend Delivery team with arranging referrals, initial assessments, appointments, and delivery venues.

Be responsible for supporting managers with efficient processes of financial administration, including utilising new suppliers' processes, invoicing and payment systems, liaising with the Service Managers and Community Engagement and Programme Managers throughout.

Support the operational functions of the service to ensure efficient, effective and professional service delivery at all times is experienced by patients and partners.

To use own initiative in the co-ordination and provision of dedicated administrative support to the numerous formal and informal meetings including, compiling agendas, minute / note taking and supporting lead managers in following up agreed actions.

To use advanced keyboard skills in the compilation of reports, documents, basic spreadsheets, presentations and briefings, maintaining the Southend database.

Work collaboratively with the delivery team to ensure they are aware of timescales for data collection and written report schedules.

Maintain an efficient filing system (online and offline) covering all areas of responsibility whilst maintaining confidentiality at all times.

Support the service to achieve contractual performance indicators, demonstrating evidence based and pragmatic solution focussed methodology at all times.

Be compliant with all relevant policies, procedures and guidelines, including the appropriate code(s) of conduct associated with this post; maintain awareness of safeguarding issues, report and acting on concerns in accordance with Everyone Health and Local Authority policies and procedures.

Take responsibility for own CPD and participate in Everyone Health's induction, training and continual professional development as required; recognise and work within own competence and professional code of conduct.

Prioritise, organise and manage own workload in a manner that maintains and promotes high quality.

Lead in the evaluation of partner relations to ensure collaborative approaches are embraced in relation to service development and the effectiveness of care.

To work within the requirements of the 6 C's: care, compassion, competence, communication, courage and commitment.

Ensure that commitment to equality and diversity is reflected at all stages of project planning, delivery and evaluation, in line with agreed service standards.

Undertake any other administrative tasks as deemed appropriate by the Service Manager.

Be an ambassador for Everyone Health, promoting the service to members of the public and other stakeholders/ partners, where appropriate.

Support and co-ordinate the small grants service.

PERSON SPECIFICATION

1. SKILLS & ABILITIES

- Excellent communication skills – written, verbal and non-verbal, and listening skills.
- Sound interpersonal skills with proven ability to work effectively with all levels of colleague, staff representatives, service users, managers, external agencies and service providers.
- Keep accurate records to provide data and monitoring information.
- Ability to write down information in clear accurate English.
- Emotionally sensitive and empathetic to members of the public accessing our service.
- Ability to conduct desktop research and update accurate information.
- Methodical and highly organised approach to work.
- Able to carry out regular, systematic tasks repeatedly.
- The ability to work independently and as part of a team.
- Problem-solving and influencing skills.

Numeracy skills sufficient to analyse / interpret information.
Be able to plan own time effectively and prioritise activities around the needs of the team and individuals in the community.
Respond effectively to referrals in line with agreed service protocols.
Computer literate – ability to input data accurately, maintain, update and monitor information systems.
Flexible and adaptable approach to working.
Strong empathy skills.
Strong organisational and planning skills, with the ability to prioritise, often managing competing priorities and deadlines.
Value and respectful of other people – regardless of background or circumstances.
Able to expertly use a number of computer packages, including Microsoft Office.

2. KNOWLEDGE

- Knowledge and understanding of healthy behaviours and the benefits of increasing physical activity, improving healthy eating, stopping smoking, and reducing anxiety and loneliness.
- Knowledge of behaviour change and theoretical principles that support people when embarking on a behaviour change, including the use of Motivational Interviewing.
- Insight and understanding regarding the varying local communities across the County.
- Knowledge and understanding of the current GDPR regulations, Patient Confidentiality Act and the Data Protection Act.

3. EXPERIENCE

- Responsibility for administrative processes and procedures, supporting a wider team.
- Supporting dynamic projects / services and managing competing deadlines to ensure day to day and overall successful service implementation.
- Working in a dynamic and challenging environment, able to respond to and relate with, various professionals.
- Responsibility and / or management of business units / office, ensuring highly supportive environment.

4. QUALIFICATIONS

Required: Education to GCSE Standard at grades A-C for a minimum of 5 GCSEs (or equivalent) including Mathematics and English language or literature.

5. SPECIAL CONDITIONS

- Highly motivated self-starter with resilience, determination and the ability to see jobs through to completion.
- Role requires flexibility with occasional evening and weekend work, and potential locations within a variety of settings across Staffordshire, including the community, youth and community centres.
- Full Driving Licence with access to a 'business insured' car for work purposes to enable travel across Staffordshire County as needed.
- Evidence of a personal commitment to continuing professional development and to maintaining an up-to-date professional knowledge supporting the development of business within the company.

- This post involves working with vulnerable adults and as such the post holder will be required to apply for a disclosure of criminal records at an enhanced level (DBS).

6. SAFEGUARDING

Everyone Health Ltd is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.