



Assistant Administrator for Services -Job Description & Person Specification

Assistant Administrator for Services

Rate of pay

Hours:

A/L entitlement: 28 days (pro rata)

Responsible to: Home Manager

Mission Statement

- The Orchard Trust supports the involvement, independence and development of people with learning disabilities

Values of the Orchard Trust

- Kindness
- Respect
- Working together
- Individuality

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Job Description and Person Specification

Overview: To support the Service Managers in administration duties

EFFECTIVE DELIVERY	TECHNICAL
● To demonstrate respect and dignity to those whom the Trust support ● To communicate effectively and appropriately ● To assist in creating an environment that is supportive and positive ● To collaborate to seek the best outcome for the Trust, supporting other teams where appropriate ● To take ownership ● To deliver on commitments in a timely way ● To respect the contribution of others ● To recognise the achievements of others ● To feedback observations and ideas and share learning ● To identify problems and opportunities ● To be proactive ● To prioritise and coordinate a workload ● To be a collaborative, efficient and effective team member ● To seek continuous improvement ● To encourage trust through own actions	● To ensure all documentation is completed to a high standard in accordance with requirements and is well organised and kept up to date ● To co-ordinate meetings, Client reviews and other events as required ● To assist in producing Client care plans and health action plans ● To assist in keeping Client inventories up to date ● To assist in designing and producing easy read documentation ● To assist in keeping the staff training, annual leave and sickness records up to date ● To carry out petty cash checks and weekly reconciliation along with client money checks ● To collate short break returns as required ● To distribute and collate Client and relatives satisfaction questionnaires ● To protect, identify and safeguard from abuse all vulnerable people and undertake the correct procedures for reporting a safeguarding concern ● To be able to prioritise and co-ordinate your workload ● To participate fully and flexibly as a team member, working between services as required ● To actively participate in staff and other meetings ● To take all reasonable health and safety precautions and to participate in suitable instructions in such matters. ● To notify senior staff of any deficiencies observed in other provisions made by the Orchard Trust.
PERFORMANCE MANAGEMENT	
● To undertake any training deemed necessary ● To fully prepare for appraisal meetings	

PROFESSIONAL CONDUCT

- A willingness to seek guidance if in doubt
- An ability to work in an orderly and methodical manner
- To maintain and establish good relationships with professionals, colleagues and anyone you come into contact with through your role
- To always behave in a professional manner
- To display a personal appearance that is clean, appropriate and tidy and dress accordingly
- To assist with Orchard Trust fund-raising activities
- To uphold and demonstrate the values of Orchard Trust and apply these to all internal and external interactions.
- To act as an ambassador for the Orchard Trust
- To maintain confidentiality in line with policies and procedures of the Orchard Trust.
- To express views in a constructive way
- To adhere to all Policies and Procedures

Key Skills and Person Specification – Assistant Administrator for Services

	What we are looking for	What this might look like
Team Working	♦ Is flexible, reliable and adaptable; accepting change at short notice ♦ Is actively involved in promoting high standards ♦ Has a 'can do' positive attitude ♦ Able to work on own initiative and as part of a team ♦ Problem solver and prepared to go the extra mile ♦ Complies with all aspects of statutory and Orchard Trust regulations ♦ High level of emotional resilience	You will actively support the managers effectively and resourcefully to maintain a high quality department You are self-motivated and flexible to change, sometimes without much warning You will work collaboratively within your team, treating each member with dignity and respect To occasionally work outside standard working hours Able to make decisions and generate solutions to any problems
Communication and interpersonal skills	♦ Communicates and listens effectively at all levels ♦ Maintains confidentiality ♦ Excellent communication, telephone, administration and record keeping skills ♦ Act with integrity	Ensures efficient communication with managers and team Ensures all sensitive documentation is secure Shares information effectively Promotes the Trust in a positive light Able to use a shared telephone system effectively
Literacy and Numeracy	♦ Able to read, comprehend and write neatly, legibly and accurately. ♦ Take minutes of meetings / Disciplinarys and type them up to a high standard ♦ High level of grammar and ability to spell accurately ♦ Able to undertake simple mathematical calculations ♦ Able to write factual information rather than opinion in a succinct way	Word processed and written documentation completed to a high standard Records completed accurately Able to accurately maintain Clients and Trust expenditure records
IT	♦ Have excellent IT skills. Be able to use a computer effectively and have a working	

	knowledge of GoogleDocs, Microsoft Word, Excel, Powerpoint ♦ Complete and update staffing rota's	
Planning	♦ Excellent time management ♦ Good organisational skills	Able to manage workload effectively and efficiently, ensuring that all required tasks are completed
Experience	♦ Experience working in a busy administrative and office environment. ♦ Evidence of working as part of a team	Have previously worked in an office environment and undertaken administrative tasks Evidence of and good ability to work as part of a team
Training and Development	♦ A good standard of education ♦ Excellent administration skills ♦ Responds to constructive feedback in a positive way ♦ Undertake all training deemed necessary ♦ Uses reflective practice to improve performance ♦ Able to share ideas and new learning	GCSE English Language or equivalent Good experience of or qualifications in administration and IT Reflect on your working practises. What was good, what wasn't so good, how can I improve and how will I do it next time. Actively seek feedback about work performance Use feedback from others to improve work performance Takes responsibility for and has a commitment to training
Creativity	♦ Challenge conventional wisdom, hunt for great ideas from industry, other organisations, training and peers	Voice your views and ideas , even if different from others and gain insight from the world around you Be proactive by researching into new initiatives, ideas Overcome obstacles
Initiative	♦ Be proactive ♦ Ability to be self motivated and strive towards high levels of achievement	Look for new opportunities and be willing to initiate new ideas

This job description, key skills, person specification and examples given are intended as a guide and are not an exhaustive list of duties, skills and behaviours necessary for the role. There will be a requirement to be flexible in line with changing needs.

As users of the Disability Confident Scheme, we guarantee to interview all disabled applicants who meet the minimum criteria for all advertised vacancies.