

JOB DESCRIPTION

ROLE TITLE: **Sessional Administrator**

COMPETENCY LEVEL: **Administrator**

ACCOUNTABLE TO: **Lead Administrator**

STAFF MANAGEMENT: **None**

PURPOSE OF ROLE:

To provide high quality administrative, reception and data management functions for the service.

PRINCIPLE RESPONSIBILITIES

To perform an administration and data management function for the centre including customer service, general administration, collating inputting and presenting statistical data and other information using computerised and manual systems.

To support the production of monthly, quarterly, annual and ad hoc statistical information using a range of Microsoft Office packages for the service manager on the performance of all the service projects.

To be responsible, and a point of contact, for the service on all issues relating to the electronic and manual client database used by the service.

To perform reception duties and be the first point of contact for all callers at the centre, including clients, stakeholders, commissioners and other professionals.

To maintain and co-ordinate the service and team diaries, particularly in relation to booking and arranging appointments, and being aware of staff whereabouts.

To undertake general office administrative tasks including:-

- Ordering and control office supplies including stationary, refreshments, etc.
- Checking incoming invoices, preparing and passing for authorisation and payment and maintenance of local records of accounts.
- Arranging the repair, servicing and replacement as appropriate of office equipment, furniture and fittings.
- Issuing and reimbursement of petty cash ensuring that ADS' balancing-up procedures and financial procedures are complied with.

- Typing letters, reports and correspondence on behalf of the service manager and project workers as and when required.
- Keeping an accurate inventory of assets for the centre.
- Opening and distributing all incoming and outgoing mail.
- Dealing with incoming telephone calls, referrals and electronic mail.
- All other general administration/office tasks as directed and/or requested.

To liaise with Head Office, other ADS and project staff, partner and other agencies and the general public on behalf of the service.

To work in co-operation with all the projects located in the centre, and partner agencies, to provide an integrated range of services and a high quality service for clients.

To attend all training as arranged and agreed by management as part of the supervision, annual appraisal and line management process.

Drafting, arranging for publication and distributing agendas, supporting papers and minutes in respect of team meetings together with such other meetings as may be arranged.

To comply with all ADS policies and procedures.

To actively engage in ongoing personal and professional development, making full use of supervision, appraisal and learning opportunities.

To act at all times to promote equality and diversity ensuring inclusive and integrated services.

To be an active participant in ADS groups, meetings and events.

To undertake any other duties appropriate within the broad remit of the role.

NOTE:

The details contained in this Job Description summarise the main expectations of the role at the date it was prepared. It should be understood that the nature of individual roles will evolve and change as service, service user and commissioner needs change. Consequently, ADS will expect to review and revise this Job Description from time to time and will consult with the post-holder at the appropriate time.

PERSON SPECIFICATION

POST: **Sessional Administrator**

| | ESSENTIAL | METHOD OF ASSEMENT | DESIRABLE | METHOD OF ASSEMENT |
|-----------------------|---|--|--|--------------------------------|
| QUALIFICATIONS | Fully competent and confident in Microsoft Excel, Word, Outlook and databases. RSA 2 or equivalent/higher GCSE English (or equivalent) GCSE Maths (or equivalent) | Certificates/Application | BTEC National Administrative Qualification ECDL | Certificates/Application |
| EXPERIENCE | At least two years experience of working in an busy administration office environment Experience of setting-up and maintaining efficient filing systems, both electronic and manual. Experience of using management information systems. Reception duties including dealing with clients in person and over the telephone. | Application, interview, references Application, interview | Experience of working in the health or social care sector. | Application Application |

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| | Ability to work independently, prioritise, plan and manage own workload on a day-to-day basis, using effective time management skills. | | | |
| SKILLS | <p>Excellent communication and accurate presentation skills (oral, written and electronic)</p> <p>Comprehensive IT skills including ability to use all MS Office packages.</p> <p>Intermediate/advanced knowledge of Microsoft Excel including use of formula</p> <p>Strong organisational skills</p> <p>Databases, excel spreadsheets, internet, emails</p> <p>Word and data processing skills</p> <p>Attention to detail in all aspects of office administration.</p> <p>Self-motivated with ability to use initiative</p> | <p>Application, interview, test, reference</p> <p>Application, interview, test, reference</p> <p>Application, interview, test, reference</p> <p>Application, interview, test</p> <p>Application, interview</p> <p>Application, interview</p> <p>Interview</p> | <p>Maintenance of stock/ordering and control</p> <p>Maintenance of budget information</p> <p>Handling of petty cash</p> | <p>Application</p> <p>Application</p> <p>Application</p> |

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|-----------------|---|--|---|-------------|
| | Ability to work as a team member | Interview | | |
| KNOWEDGE | Understanding of the need to maintain client confidentiality at all times | Application, interview, reference | Understand the implications of the framework of equal opportunities and recognise the value of diversity within the workplace Knowledge of relevant health & safety, and safe working practices. | Application |
| OTHER | Excellent interpersonal skills Diplomatic when faced with differing values and perspectives Ability to maintain motivation and enthusiasm in difficult and conflicting circumstances. | Application, interview Application, interview Application, interview | | |