Persona

Job Description

About the Role

The role will provide administrative support to our Supported Living team, involving written telephone or face to face contact with people we support, customers, colleagues and external partners.

You will manage and implement IT systems effectively, working to ensure service is consistent and seamless and keep meaningful, accurate and timely records.

The role is based at our head office - Basecamp.

About you

You want to make a positive difference and believe people have a right to control and define their own lives. You take pride in delivering a quality service. You will be flexible and you'll understand the service, support the team and help managers get the best from their people.

You have excellent IT, communication, time management and organisational skills along with enthusiasm, commitment, drive and a strong teamwork ethic.

What do I need to be an Administrator?

The following criteria will be assessed via your application for the role:

Qualification and Knowledge

- Excellent knowledge of Microsoft packages in particular Outlook, Word, Excel and PowerPoint
- (Desirable) Business Administration / Customer Service Level 2 Qualification or equivalent

Skills and Abilities

- Able to learn quickly
- Strong admin and organisational skills
- Able to work independently and as part of a team with colleagues, families and other agencies
- Able to communicate effectively with people we support, colleagues, outside agencies and the public both verbally and in writing

Values

- An example of how you have demonstrated one or more of our values at work

Respectful   Enthusiastic   Adaptable   Caring   Honest

Key Responsibilities

General Administrative Duties

As a casual administrative assistant, you may be asked support to any of our teams and tasks may vary for each team. Here are some of the tasks that may be required:

- answer the telephone, taking and replying to messages
- meet and greet visitors
- create and change documents using Microsoft Office
- input data into relevant systems
- filing, scanning and photocopying
- open and distribute mail
- word processing including, letters, memos, reports and emails
- maintain confidentiality, monitor computerised and manual records
- work to deadlines with minimal supervision
- support other members of the team in any other duties assigned

Health and Safety

- Ensure any health and safety matters reported to you are passed onto and clearly communicated with your manager.
- Ensure staff are not working above their contracted hours unless there is a signed working time directive in place.
- Ensure that any concerns regarding staff working time is communicated with the Registered Manager and workforce.

Personal Development

- Attend relevant training and development activities, including mandatory and refresher training.
- Attend regular 1-1 sessions, team meetings and employee reviews.
- Contribute ideas, suggestions and feedback to improve the work of the team.
- Be flexible and able to support colleagues in other establishments during busy times and periods of absence, including dealing with enquiries, taking messages.
- Work as part of a team and also on your own initiative to successfully manage and prioritise your own workload.

Policies and Procedures

- To ensure staff adhere to the appropriate procedures, policies and values of Persona.

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