

JOB DESCRIPTION

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| **Job Title:** | Admin Assistant Hospital Aftercare Service |
| **Reporting to (Job Title):** | Hospital Aftercare Service (HAS) Team Leader |
| **Direct Reports:** | None |
| **Brief overview of the**  **Position:** | * To complete quality checks on all aspects of the HAS under the direction of the Service Team Leader. * To provide some administrative support for the HAS team. * The role involves support with general administration and coordination of referrals received into the service when required, including handling telephone calls, data validation and entry onto the CRM system. * To be an effective communicator, efficient in the use of IT, including CRM databases and have a high attention to detail. |
| **Main duties and**  **Responsibilities:** | * To support the HAS team and the Service Team Leader to assist with their administrative duties, including maintaining recording systems, collating paperwork, communicating information both verbally and in writing and data input. * To accept referrals into project that meet the criteria and input details onto the CRM database. * To ensure all client records are efficiently maintained on both paper and computer files, according to data protection legislation. * To be responsible for the maintenance of electronic filing and audit systems to meet rigorous funder requirements. * To help organise and support staff recruitment and induction. * To assist with the collection and checking of data for monthly reports. * To assist in identifying improvements in current administration procedures * To assist with the collation and printing of marketing and promotion materials, * To arrange and administrate team meetings and training sessions * To undertake any other duties required in support of the HAS. * To contribute to an effective, well organised team. * To promote the service at any opportunity and other relevant services available from AUKL |
| **Accountable for:** | * N/A |
| **Summary of key**  **attributes & Qualifications**  **for role:** | * Excellent IT skills, with the ability to input data quickly and concisely on internal CRM systems. * Competent in the use Microsoft Outlook, Word and Excel * Effective time management and ability to manage a busy and varied workload * A high level of attention to detail. * Excellent communication skills both verbal and written * Ability to quickly recognise and act on potential Safeguarding issues * Works well alone and as part of a team * Full driving licence, business insurance and use of a suitable car. |
| **Main KPI’s /**  **performance measured**  **against:** | * To support the team to meet SLA targets * Accuracy of all data * Effective time management |
| **Generic Clauses:** | * To comply in all aspects with Age UK Lancashire’s policies, including Health and Safety, Equal Opportunities, Handling Money, Data Protection etc. * To participate and contribute generally to Age UK Lancashire’s activities, attending meetings, training courses etc as required. * To support the trading and fundraising activities of the charity liaising with the Business Development Team. |
| **Flexibility Clauses:** | * This service will be available 7 days a week, 365 days a year; therefore flexibility is required from the post holder to work some weekends and/or evening work, should an urgent need arise. * Therefore, this job description is not intended to be exhaustive. The post-holder will be expected to adopt a flexible attitude to the duties. |

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| **Age UK Lancashire - Person Specification – Hospital Aftercare** | **Essential** | **Desirable** | **Assessed by** | | | |
| **Admin Assistant** | Application Form | Assessment Centre | Presentation | Interview |
| **Experience** | | | | | | |
| Experience of administrative work with ability to plan, organise, prioritise, record and review work based tasks | **✓** |  | **✓** |  |  | **✓** |
| Experience of a busy office based environment | **✓** |  | **✓** |  |  | **✓** |
| Experience and knowledge of providing administrative support to projects. |  | **✓** | **✓** |  |  | **✓** |
| Experience of data collection and maintaining accurate records | **✓** |  | **✓** |  |  | **✓** |
| Experience of client relationship management systems (CRM) |  | **✓** | **✓** |  |  | **✓** |
| **Knowledge** | | | | | | |
| Understanding of the needs of vulnerable adults aged 18 + and issues affecting them |  | **✓** | **✓** |  |  |  |
| A working knowledge of IT working with operating systems such as Windows, Microsoft Word, Outlook and Excel. | **✓** |  | **✓** | **✓** |  |  |
| Knowledge of information security regulations, confidentiality and data sharing | **✓** |  | **✓** |  |  | **✓** |
| **Skills** | | | | | | |
| Excellent Communication skills, verbal and written. The ability to communicate well with diverse individuals and in a team environment | **✓** |  | **✓** |  |  | **✓** |
| Ability to work well in a team. | ***✓*** |  | ***✓*** |  |  | ***✓*** |
| The ability to manage and prioritise tasks. | ***✓*** |  | ***✓*** |  |  |  |
| **Other Requirements** | | | | | | |
| Holder of valid GB or NI driving licence. You will be required to maintain appropriate insurance cover, including for business use. We will ask to see documents before appointment |  | **✓** | **✓** |  |  | **✓** |