

JOB DESCRIPTION	
Job Title:	Toenail Service Administrator
Organisation:	Age UK Northamptonshire
Reports To: Accountable To:	Service Manager
Purpose of Job:	To manage the day-to-day running of 'Toenail Service', a team which provides basic foot care to individuals in their own homes.
Location:	Northampton
Salary Scale	

Main Tasks and Responsibilities:
<p>To lead the Toenail Cutting Service for Age UK Northamptonshire</p> <p>Working with colleagues throughout the organisation to promote the service and raise awareness</p> <p>To take referrals for the Toenail Service, register clients with the service, enter client details onto the database and make up client files</p> <p>To produce reports and complete statistical analysis to determine the effectiveness of the service</p> <p>To pass the referrals to the most appropriate Toenail Service Worker</p> <p>To book initial appointments, and keep records of further appointments as booked by Toenail Service Workers.</p> <p>To manage domiciliary visits in the most cost effective way for the charity</p> <p>To provide administrative support to the Toenail Service Workers, working with computerised database and systems to monitor the Toenail Service</p> <p>To refer clients to professional foot care services if necessary</p> <p>To be the first point of contact for complainants in respect of the service</p> <p>To maintain a database of clients and monitoring systems to enable reports to be produced for Age UK Northamptonshire and potential external funders</p> <p>To keep financial records of Toenail Service income and expenditure, collecting cash from the staff and facilitating banking thereof</p> <p>To operate systems that ensures clients are charged for the Toenail Cutting Service that they receive. This includes the generation of invoices when necessary.</p> <p>To maintain stocks of equipment used by the Toenail Service, ordering both clinical and administrative supplies in a timely manner</p> <p>To ensure that Toenail Workers have sufficient equipment in their possession</p> <p>To process the timesheets of Toenail Service Workers for approval by Service Manager</p> <p>To attend training and meetings as appropriate to the position</p> <p>To carry out other duties appropriate to the post</p>

The tasks and responsibilities shown above are not exhaustive, and should be regarded only as a guide. The post holder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review, and may be amended to meet the changing needs of the service. The post holder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

Person Specification: 'Toenail Service' Administrator	Essential /Desirable	Assessed by
Competencies:		
Education & Training <ul style="list-style-type: none"> • Good standard of general education • Computer literate • Competent user of Word and Excel • Car driver 	E E E D	AF AF AF AF & I
Team Effectiveness <ul style="list-style-type: none"> • Ability to work effectively as part of a team • Ability to work alone and take initiative as the need arises 	E E	AF & I AF & I
Customer Focus <ul style="list-style-type: none"> • Understand the needs of the service, and able to respond sensitively to client queries and complaints • 	E	AF & I
Communication <ul style="list-style-type: none"> • Calm telephone manner • Able to communicate clearly both verbally and in writing 	E E	I I
Planning and Organising – <ul style="list-style-type: none"> • Systematic approach to workload 	E	AF
Alignment and Compliance – <ul style="list-style-type: none"> • Aligned to the values, culture and mission of the charity. • Knowledge of working within the voluntary sector 	E D	I I
Prepared By: Su Brazell, Senior Service Manager	Date 04.03.19	
Authorised By:	Date:	

AF – Application Form I – Interview T – A written test will form part of the interview process