

## JOB DESCRIPTION

**Sybil Levin Day Service Administrator**

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| **Post Title:** **Department:** **Responsible to:****Based:**   | Sybil Levin Day Service Day servicesSPECAL PractitionerCombination of home based & The Sybil Levin Centre, Nottingham | **Pay Scale:** **Hours of Work:****Tenure:****Date of issue:**  | Band B £9.69 per hour 10 hours per week  PermanentJuly 2021 |

**PURPOSE OF THE DEPARTMENT/SERVICE**

The Sybil Levin Day Service is a specialist SPECAL-Led day service supporting people with dementia and their carers using the SPECAL method.



**PURPOSE OF THE POST**

To provide high quality administrative support to the service ensuring the smooth running of the service. This post requires a high level of organization, customer care and working effectively with the team.

**KEY DUTIES & RESPONSIBILITIES**

The post holder is expected to demonstrate a good level of competence in their role for each of the key duties and responsibilities listed below.  Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

**Communication and Customer Service** **(C&C)**

1. To provide a point of contact for callers to the Service either face to face or via the phone.
2. Provide a high level of customer service whether on the phone, by email, letter or in person.

**Planning and Organisation** **(P&O)**

1. To provide quality and time efficient administrative support, including photocopying, scanning, filing printing, word processing, writing letters, posting letters and organising the office to facilitate the smooth running of the service.
2. Manage, organise and prioritise own workload in response to the service requirements.
3. Arranging new service user visits to the centre. Arranging student and volunteer interviews. Organising carer’s meetings.
4. Preparing information packs for new service users.
5. Arranging for repairs to be carried out at the centre as required in conjunction with the Estates Manager .
6. Completing purchase orders for planned expenditure/purchases. Arranging for these to be authorised and ensuring the Finance team have a copy to match to incoming invoices.
7. Managing the petty cash system to include request for top ups.
8. Managing the diary, filing and data systems, inputting and manipulating data.
9. Completing service user registers, entering data onto Charity Log and Local Authority Systems as required. Producing reports as required.
10. Updating service user care plans.
11. Completing staff and volunteer rotas.
12. Collecting fees from service users, completing income records, preparing weekly takings to include preparing them for banking.
13. Completing the City & County Council online systems to ensure payments are received in line with service user attendances. Liaising with the Finance team about amounts due.
14. Booking staff annual leave via ADP as required.
15. Managing notice boards, ordering and circulating promotional materials and administering activity session as required.

**Recording & Monitoring** **(R&M)**

1. To maintain effective paper and electronic filing systems, to include archiving and destroying files at the end of their retention period.
2. To distribute service user feedback questionnaires on an ongoing basis and collate.
3. Assist and contribute to service related meetings, including setting up room and refreshments, preparing and circulating agendas, and taking and circulating minutes.
4. To be responsible for ordering stationery, cleaning and food supplies and maintaining sufficient levels of service forms, related paperwork and equipment, as required. To ensure purchase orders are completed & authorised for all orders.
5. To accurately input, collate, extract and deliver electronic data for monitoring purposes and assist with producing reports, in a timely manner.
6. Accurately complete time sheets and report any hazards, accidents or incidents to the centre manager, completing any related forms.

**Quality (Q)**

1. To ensure that all enquiries are dealt with in a timely and professional manner.
2. To ensure that relevant aspects of the service are delivered in accordance with quality standards as defined by the Age UK Brand Partnership requirements.
3. To ensure personal data is processed in line with the Charity’s Data Protection policy.
4. Collate monthly service statistics.

**Charity Focus** **(CF)**

1. Share fundraising and service development ideas, supporting the charity in its fundraising activities.
2. Positively promote the work of the charity at events and through networks.

**Team Work** **(TW)**

1. Maintain and develop effective working relationships with colleagues, internal and external services to ensure the smooth running of the service.
2. Assist the centre manager in the planning and implementation of activities, events and short term projects.
3. To provide cover in the centre as required covering staff absence and breaks.

**Specialist Knowledge** **(SK)**

1. To engage in SPECAL training and ensure you support people with dementia using the SPECAL method at all times.
2. Fully IT literate and proficient with Microsoft Office.
3. Experienced in developing, maintaining and manipulating Excel spreadsheets, pivot tables and interpreting data for reports.

*Please note that all posts within the charity carry this level of expectation.*

**Charity Responsibilities - Standard Clauses**

Your Needs

* You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality and Diversity

* You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on Yammer - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

* You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
* You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

* You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

* You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

* You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

* You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

* Participate in, and promote fundraising & income generation (CF, C&C).
* Promote all Age UK Notts services and trading products (CF).
* You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
* You will provide for your line manager regular timesheets and any other reports or information as required (C&C).
* You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.**

**Name of Employee:**

**Signature of Employee: Date:**

**Name of Supervisor:**

**Signature of Supervisor: Date:**

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**Person Specification**

**Sybil Levin Day Service Administrator**

**Please indicate on enclosed application form evidence to show why you fulfil each individual point below:**

## Essential Requirements

1. Excellent interpersonal and listening skills with a friendly, sensitive and professional approach to people (C&C, Q, CF)
2. Ability to undertake SPECAL training and attend briefings on a regular basis (SK).
3. To commit to supporting people with dementia using the SPECAL method at all times (SK)
4. Good team player with a flexible approach to the changing demands of the service (TW, CF)
5. Excellent written and verbal communication skills (C&C, Q, P&O, R&M)
6. Exceptional organisational skills with the ability to plan own workload, meet deadlines and provide high quality administrative support to a busy office (C&C, Q, P&O, R&M)
7. Excellent IT skills including proven use of databases and internet, and Microsoft Word, Excel, and Outlook (C&C, Q, P&O, R&M)
8. Excellent administrative skills including experience of creating and maintaining filing systems, databases and spreadsheets, as well as using these to produce data for reports (P&O, Q, R&M)
9. High level of competency and attention to detail in both literary and numerical tasks (R&M, Q)
10. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy (C&C, Q, TW, CF)

# Desirable Requirements

1. Experience of taking and responding to telephone calls (C&C)



**Summary of Main**

**Conditions of Service**

**Sybil Levin Day Service Administrator**

**Salary:** Band B £9.69 per hour

**Start Date:** As soon as possible

**Hours of Work:** 10 hours per week

Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (unpaid). Age UK Notts operates a scheme of flexible working hours.

**Holidays:** 24 working days (pro rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.

**Mileage**

**Allowance:** Currently 45p per mile.

**Pension:** The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service with a phased employee minimum contribution rising to a maximum of 4% from 1st April 2019 (in line with auto-enrolment rules). However employees may contribute more than the minimum required employee contribution.

**Place of Work:** The Sybil Levin Centre, Cinderhill, Nottingham

**Timetable for Appointment**

**Post Advertised:** Friday 9th July 2021

**Closing Date:** Monday 26th July 2021 at 9am

**Short-listing:** w/c Monday 26th July 2021

**Interviews:** TBC

**N.B.** Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.