

**JOB DESCRIPTION**

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| **JOB TITLE:**  **REPORTS TO:**  **HOURS OF WORK:** | ADMIN ASSISTANT  Registered Manager or Authorised appointed person  20 hours per week |
| **OVERALL AIMS/OBJECTIVES:**  To provide an efficient responsive administrative and logistical service to the Phoenix team. | |
| **DAILY TASKS AND KEY RESPONSIBILITIES:**   1. Writing and dispatching letters, keeping accurate and detailed records of all papers and electronic correspondence including accurate filing of staff and service user files for future reference using the CareForIt application. 2. Answering general queries by telephone, taking messages as needed, ensuring any messages left are passed on to the relevant person in a timely manner 3. Photocopying, scanning and emailing documents as required, recording/filing as necessary to CareForIt application. 4. Maintaining records, filing systems, computer files 5. Assisting the Registered General Manager and other Managers within the company with administrative duties 6. Researching information as required using various media 7. Maintaining the office including cleanliness, Health and Safety, files, notices and information carousel 8. Overseeing the supported Employment employees and guiding/instructing the supporting staff. 9. Maintaining and being part of the Phoenix Support Recruitment team ensuring that all Recruitment is conducted as company requirements inclusive of case study filming. 10. Maintaining and monitoring the social media pages of the organisation, e.g. Our Website, Facebook and Twitter, and ensuring that these are kept up to date weekly and promote the organisation in a positive light and in accordance to policies. Ensuring, encouraging transparent viewing/following from all Service Users and Staff teams. 11. Undertaking ad-hoc administration duties as and when required to meet the organisational needs. | |
| **ADDITIONAL RESPONSIBILITIES:**   1. To be able to explore and highlight possible improvements in all areas, supporting with reports with the aim to improve the service that the company has to offer and implementing action plans as identified 2. To take a flexible working approach, and is happy to be contacted occasionally outside working hours and to work a longer day if required 3. To be able to understand different roles with the business and to have a good clear understanding of the targets and philosophy of the organisation | |

**PERSONAL SPECIFICATION**

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| **POST: ADMIN ASSISTANT** | |
| **EDUCATION/TRAINING** | |
| **ESSENTIAL** | **DESIRABLE** |
| Computer literate including the ability to use an intranet system  Experience with Website and social media working. |  |
| **WORK RELATED EXPERIENCE** | |
| **ESSENTIAL** | **DESIRABLE** |
| Previous experience Training/Working with an administrative role that requires tact, judgment and recognition of own limitations.  Working in a team.  Experience in working under pressure to targets and working in accordance to deadlines set. | * Understanding of ‘The Care Act -2014’ * Understanding and commitment to empowering Service Users * Understanding of the Local Authority Policies:   ‘Your Life, Your well Being. 2016-2021’  ‘Care and Support in the Home’  KCC Strategy for ‘Adult Social Care’ |
| **PERSONAL SKILLS** | |
| **ESSENTIAL** | **DESIRABLE** |
| * Ability to communicate honestly, clearly and concisely, orally and in writing and within public settings * Ability to empower the people we support and encourage independence at all times. This includes promoting dignity and the right to privacy, confidentiality and human rights * Ability to plan, and work in a systematic way * Good level of numeracy with the ability to work within financial systems including budgeting * Ability to manage own workload and deal with stress and change in self and others   Ability to be a positive role model for other staff, motivating and supporting. |  |

**HEALTH AND SAFETY**

In carrying out the tasks in this job description you have a duty (under Health and Safety Legislation) to take responsible care for the Health and Safety of yourself and that of others. This implies taking positive steps to understand the hazards in the work place, to evaluate and take actions to reduce risks. It is expected that you comply with the safety rules and procedures and to ensure that nothing you do, or fail to do, puts yourself or others at risk.

To remain vigilant and to do everything possible to protect Service Users and others from abuse of a physical, emotional, sexual, financial or institutional nature. This includes an absolute requirement to report any incident of this nature you witness, hear about or suspect.

**THE CONTRIBUTION OF THIS ROLE**

Carrying out the tasks on your job description efficiently will ensure the smooth operation of the Partnerships administration and service. You will therefore, be making a very important contribution to their employees, to matters affecting individual Service Users and the achievements of the service as a whole. This will develop our position with local authorities, as will the positive relationships you make every time you deal with authority personnel and parents by letter, telephone, email or in person.

This is not a conclusive list as Phoenix Support strives to achieve excellence in delivering services and support to our Service Users and our Staff teams

**OUR COMMITMENT TO YOU**

1. To provide on-going training and development needs within this role

2. To provide the employee with genuine scope and progression with their career

I have been explained the job description by: -

Name /Position/ Print and Sign **…………………………………………..**

Ihave read and understood the job description explained to me:-

Signed(Member of Staff)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name(In block letters)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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