



## Residential Services Administrator

<b>Overall Purpose</b>	The Residential Services Administrator is responsible for providing administrative support to the Dudley Residential Treatment Centre as well as reception duties.
<b>Annual Leave</b>	28 days per year plus bank holidays
<b>Salary/Benefits</b>	£19,878.24 Plus 6% Employer Pension

An exciting career opportunity has arisen for an experienced Administrator to join our Dudley treatment service delivery team. This is a permanent position with an immediate start available.

The role will be to provide all aspects of administration support to our Dudley team and will also involve liaising effectively with our service users.

We are looking for individuals, who have previous experience of providing administration support within a busy office environment; who have the ability to plan, prioritise workloads and have a keen interest in working to make a difference to individuals affected by an addiction to gambling.

The ideal candidate will have strong interpersonal skills and will be able to interact across all levels of the organisation.

### **Interviews will be held in Dudley on Friday 3 May 2019**

Please download the application pack from [www.gordonmoody.org.uk](http://www.gordonmoody.org.uk) or call 07817 546013 or email [kelly.king@gordonmoody.org.uk](mailto:kelly.king@gordonmoody.org.uk) to ask for one to be sent to you.

For further information or an informal discussion about the post please contact Laurence Goode on: [laurence.goode@gordonmoody.org.uk](mailto:laurence.goode@gordonmoody.org.uk)

### **Application deadline: 26 April at Midnight**

The post is subject to enhanced DBS check, confirmation of the right to work in the UK and two satisfactory references.

	<b>JOB DESCRIPTION</b>
<b>Job Title</b>	<b>Residential Services Administrator</b>
<b>Reporting to</b>	<b>Dudley Residential Treatment Centre Manager</b>
<b>Overall Purpose</b>	The Residential Services Administrator is responsible for providing administrative support to the Dudley Residential Treatment Centre as well as reception duties (being based in our Head Quarters) Support
<b>Location</b>	<b>Dudley Treatment Centre (HQ)</b>
<b>Salary</b>	£19,878.24
<b>Hours</b>	35 hours per week - Monday to Friday day-time

#### **KEY RESPONSIBILITIES**

The key responsibilities of the postholder are divided under four headings which relate to our organisations' strategic business aims:

#### **Service Delivery**

1. Undertaking reception duties, including answering, screening and diverting calls via the main switchboard. The postholder is expected to use appropriate means of professional communication to take and record messages ensuring they are brought to the attention of the relevant person.
2. Keeping a Dudley Centre diary, to include recording and monitoring of appointments for all staff and residents.
3. Registering residents with GPs and organising appointments as required.
4. Coordinating building maintenance requirements for the Centre, to include liaising with contractors and organising appointments for repairs.
5. To provide full administrative support regarding on-site rent collection processing including arrears management by working with Support Workers/Therapists
6. Collection of post in and out of the Dudley Centre/HQ. Sorting incoming post and distributing to the relevant departments and staff, handling outgoing post, preparing envelopes, weighing and franking and when required taking mail to the Post Office
7. Typing letters and emails as directed by Dudley Centre Manager or members of staff as required. Undertaking other relevant tasks as requested to provide administrative

support which enables effective service delivery at the Dudley Treatment Centre and HQ Office.

8. Inputting, extracting and maintaining records on internal databases/records, including our electronic client case management system. Developing, organising and maintaining monitoring, filing and retrieval systems as required.
9. Handling all general enquiries either in person or by telephone and passing information on in a timely fashion. Ensuring all visitors, including new residents, are welcomed and the appropriate person/s informed of their arrival.
10. Receiving and issuing deliveries, complying with any administrative requirements associated with them, and ensuring the appropriate person is notified when items arrive.
11. Updating central office and individual diaries (manual and/or electronic)
12. Completing photocopying tasks efficiently and with due regard to the efficient use of resources and required budget controls.
13. Taking notes at meetings and producing formal minutes of those meetings as required.
14. In conjunction with Support Workers, assist with completing any new resident inductions upon arrival and pending the 2 week-assessment. This will involve working with the individuals upon entry ensuring all relevant paperwork is prepared and on file. Where required to also assist them in any follow up liaison with the benefits agencies.
15. Communicating rules, regulations and expectations of the Treatment Programme to new residents as part of their induction pack and process.
16. Liaising with and supporting colleagues throughout the Dudley Centre in a professional manner, handling all information in line with the Data Protection Act and confidentiality policy.

### **Innovation**

1. To support development of the services support through, continuous improvement and involvement in any relevant development projects or changes in process
2. To proactively support the work of the organisation with external stakeholders and providing support to other functions for external event planning as required

## Expertise

1. To partake in learning and development opportunities, for personal development and to maintain up to date knowledge within the field.
2. All staff are required to work flexibly and dynamically to meet both the needs of the organisation and our service users, in line with our purpose and values.
3. To sensitively uphold as appropriate, GMAs service delivery procedures, including confidentiality, GDPR, risk management and accurate data recording.
4. To carry out any other duties as reasonably requested by managers within the organisation.

## Effective Governance

1. To carry out required administration functions, including correspondence, monitoring, data capture and updating the electronic case management database, ensuring quality record keeping at all times
2. To partake in available support structures, including managerial supervision, team meetings, organisational meetings and handovers.
3. Other associated duties will also be required, in line with the required performance of this role as necessary and as directed. All staff must adhere to all GMA's policies & procedures.

## Values

Underpinning our purpose, we have developed a core set of values which are integral to how we deliver our services and we expect all staff to sign up and demonstrate how they live these values.

1. **Non-judgemental** - ensuring that we listen to people, respect them and value their beliefs
2. **Empowerment** – equipping our service users with the knowledge, skills and abilities to improve and enhance their lives
3. **Passion** – being dynamic, committed, enthusiast and caring
4. **Honesty** – being open and transparent
5. **Open to Change** – evolving our approach, being forward thinking and open to innovative new ideas

**PERSON SPECIFICATION - RESIDENTIAL SERVICES ADMINISTRATOR - DUDLEY**

<b>Essential</b>	<b>Desirable</b>
Organisation skills demonstrated within a 'front of house' reception / administrative role	Experience of working in a charity, health and social care setting, hostel/residential or similar type environment
Excellent communication skills both written and verbal demonstrated within significant office/ admin experience	Knowledge and experience of benefits systems and working with benefits agencies
Ability to communicate with and provide initial support to vulnerable people in a patient, welcoming and non-judgemental manner	Evidence of CPD relating to administrative skills, e.g. minute taking, typing skills
Evidenced literacy and numeracy skills	Level 2/3 Diploma in Business Administration, NVQ or equivalent.
IT skills including experience of using databases and Excel Microsoft office, and experience of using telephone systems.	
Ability to evidence a commitment to the values of the organisation	
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Ability to work on own initiative, as well as part of a team, and manage workload effectively	
Ability to work dynamically, flexibly and proactively to meet the needs of the service and organisation	
Educated to a minimum GCSE level in English and Math or hold NVQ or equivalent qualification	
Ability to evidence a commitment to our values	

***\*This post is subject to a DBS check, two satisfactory references and confirmation of a right to work in the UK\****

## Terms and Conditions Residential Service Admin Dudley

Benefit	Further details
Annual Leave	28 days per year plus bank holidays
Salary	£19,878.24
Learning & Development	Annual L&D plan for organisation as well as personal L&D plan further to appraisal
Pension	Auto Enrolment into Employer Stakeholder Pension Scheme
Staff Travel Loan Scheme	We offer a Travel Loan Scheme (After Qualifying Period) This scheme is available to permanent employees to apply for an interest free loan to purchase a rail/public transport season ticket for your journey to work.