

JOB DESCRIPTION & PERSON SPECIFICATION



JOB DESCRIPTION

Job Title: Support Team Administrator

Department: Residential and Supported Living Services

Location: The Grange, Benenden

Reports to: Registered Manager

JOB PURPOSE

The support team administrator is a key role to work with the Registered Manager, Support Team and people we support to ensure that the services run smoothly and efficiently.

With a clear focus on our vision of enriched, fulfilled and happy lives, the support team administrator will provide administrative support which enables the support team to focus on delivering high quality care and support whilst working with the registered manager to support the quality and compliance of the services.

ROLE RESPONSIBILITIES

- Whilst being based in the home of the people we support, ensure that you are respectful of their home environment which you are privileged to be invited to be a part of
- Deal with telephone calls and visitors in an efficient and professional manner whilst ensuring compliance with required regulation
- Work with the team and the people we support to ensure that individuals maintain positive links with friends, family and health professionals
- Support the service with diary management, ensuring that all appointments are scheduled and staff teams are aware of their responsibilities through effective use of communications
- Supporting the services to ensure compliance with government guidance in relation to vaccination and testing
- Work in line with and support the registered manager with regulatory and statutory requirements such as GDPR, Health and Safety, CQC
- Work closely with the Registered Manager and teams to provide administrative support
- Liaise with agencies to book in staff as required, ensuring compliance with DBS, vaccinations and training. Maintain records to track agency use and overtime
- Support the administration of the safeguarding vulnerable adults' processes
- Registration of all new residents with GP and other relevant healthcare professionals, seeking agreement of the individual

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- Be responsible for sorting daily post and supporting supported individuals to open and manage their post
- Order, audit and maintain, adequate supplies for the team's daily use, such as PPE and stationery
- Booking events and travel arrangements for supported individuals when required
- Attend staff meetings and any other necessary meetings requested by the Manager, record and distribute minutes as appropriate
- Coordinate maintenance and property related inspection requirements for the services.
- Maintain the learner management system and liaise with the Registered Manager to book training as required
- Book supervisions and appraisals and return to work interviews for the support teams
- Filing of paperwork, including training certificates in line with CQC regulations
- Maintain and reconcile petty cash and supported individual finance records
- Working closely with the support team to identify changes to individuals needs and ensure that these are reflected within support plans, guidelines and risk assessments

BEING PART OF THE GRANGE (2016) LTD MEANS

- The Grange (2016) Ltd are a wholly owned subsidiary of Queen Elizabeth's Foundation for Disabled People.
- Actively participating in learning, development and feedback opportunities and cycles as required by The Grange (2016) Ltd and QEF's policies and procedures.
- Acting in accordance with relevant legislative and regulatory requirements as may apply from time to time.
- Supporting and encouraging the involvement of volunteers.
- Promoting Equal Opportunities policy and avoiding any behaviour that either directly or indirectly discriminates against others on the grounds of any protected characteristic.
- Taking Health and Safety duties seriously to ensure your safety and that of your colleagues and our supported individuals.
- Being an active team player and attending team meetings and briefings to which you are invited.
- Being an ambassador of The Grange (2016) Ltd's Values in your approach to your role and to our staff and supported individuals.

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VISION, MISSION AND VALUES

OUR VISION

Enriched, fulfilled and happy
lives for the people we support and careers for our staff



OUR MISSION

To make sure there is no normal service, support is designed based on the wants and needs of each person we support

OUR VALUES



PEOPLE

The people
we support are
at the heart of
what we do



CHOICE

People are
empowered
to live the life
they choose



DEVELOP

We encourage
our staff and the
people we support
to learn and grow



TOGETHER

We work in
partnership
to achieve the best



QUALITY

We have high
standards in all our
services and teams

OTHER DUTIES

- You are expected to perform various tasks as necessitated by your changing role within The Grange (2016) Ltd and the overall business objectives as reasonably requested by your designated manager.
- You must read and ensure you understand the current versions of policies and procedures and undertake to act in accordance with them at all times.
- You may be required to work at other locations in accordance with the responsibilities and duties of your role.
- The above is not an exhaustive list of duties and may be subject to change.

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Job title: Support Team Administrator

Service: Based at The Grange, Benenden

QUALIFICATIONS AND TRAINING	ESSENTIAL	DESIRABLE
Relevant business or administration qualification		X
KNOWLEDGE AND SKILLS		
Ability to multi-task	X	
Ability to work to tight deadlines	X	
Microsoft packages – Word, Excel, PowerPoint, Outlook	X	
Understanding of GDPR	X	
Understanding of CQC regulations		X
Previous use of accounting software such as Xero		X
EXPERIENCE		
Previous administration experience	X	
Experience of working in a busy team		X
Experience of taking minutes		X
Experience of working with individuals with learning disability		X
PERSONAL ATTRIBUTES		
Friendly and helpful disposition	X	
Ability to remain calm under pressure	X	
Excellent communication skills	X	
Ability to maintain confidentiality at all times	X	
Ability to work in a busy environment with frequent interruptions	X	