

# Senior Service Administrator

(Salary as advertised)

**Hackney**

**37.5hrs per week**

**Fixed Term**

## 1. Main purpose of the role


- ▶ Ensure high level of efficiency and effective site based administration team and systems
- ▶ Responsible for the smooth running and administration of two premises and satellite locations across Hackney
- ▶ Support the efficient processes between WDP Support services and the local services in Hackney.
- ▶ Ensure timely and cost effective procurement and vendor management of services in Hackney
- ▶ Work with the Local Leadership Team to ensure all WDP premises and Satellite locations are safe, clean and presentable to a high standard.
- ▶ Oversee the effective running of the Reception systems in Westgate Street and Mare Street.

## 2. Reporting and working relationships

### Reporting relationships:

- ▶ **Reports to** WDP Service Managers
- ▶ **Line manages**
  - Service Administrators x4



<p><b>Working relationships:</b></p> <ul style="list-style-type: none"> <li>▶ Operations Manager</li> <li>▶ Service Manager</li> <li>▶ Project Administrators</li> <li>▶ Receptionists</li> <li>▶ Team Leaders</li> <li>▶ External Contractors</li> <li>▶ WDP Central Support Services</li> </ul>	 <pre> graph TD     SSA((Senior Service Admin)) --- PA((Project Admins))     SSA --- RE((Receptionists))     SSA --- TL((Team Leaders))     SSA --- OM((Operations Manager))     SSA --- SM((Service Manager))     SSA --- ECS((External Customers and Services))             </pre>
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### 3. Role-specific responsibilities

3.1	<p><b>Health and Safety Management</b></p> <ul style="list-style-type: none"> <li>▶ Oversee the Health and safety Systems across Hackney</li> <li>▶ Maintain a register of Risk Assessments for operations undertaken by the Premises team, and ensure that a rolling programme of auditing Risk Assessments is implemented to ensure that they are still relevant.</li> <li>▶ Continuously monitor compliance with health &amp; safety regulations.</li> </ul>
3.2	<p><b>Procurement</b></p> <ul style="list-style-type: none"> <li>▶ Oversee the purchasing systems of consumables and equipment purchases to ensure timely service and at the most cost effective.</li> <li>▶ Work alongside the Service Manager to manage performance of contractors such as cleaners and alarm system provider</li> </ul>
3.3	<p><b>Strategic Premises Management and maintenance</b></p> <ul style="list-style-type: none"> <li>▶ Contribute to the strategic planning and development of the 4 service hubs with the Local Leadership Team and be proactive in identifying the most appropriate and effective solution to the developing</li> <li>▶ Carryout minor premises-based improvement projects as directed by Service Manager</li> <li>▶ Provide support to the Operations Manager and Service Manager to save on waste and inefficiencies</li> <li>▶ To manage invoicing processes relating to GP Shared Care, Pharmacy Supervised Consumption, Needle Exchange and funded treatment</li> </ul>
3.4	<p><b>Leadership</b></p> <ul style="list-style-type: none"> <li>▶ Contribute to planning, development and organisation of systems/procedures/policies.</li> </ul>

3.5	<ul style="list-style-type: none"> <li>▶ Security Manage provision and maintenance of alarm systems and CCTV Oversee the activities of external contractors on-site and monitor and report on associated costs. Risk Assess the security of premises.</li> </ul>
3.6	<ul style="list-style-type: none"> <li>▶ Financial Management Ensure robust financial systems are in place across the Service. Formulate and report on local Financial Reports.</li> </ul>
3.7	<p><b>General accountabilities</b></p> <ul style="list-style-type: none"> <li>▶ To be an active and positive member of the team</li> <li>▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation</li> <li>▶ To comply with WDP’s policies and procedures</li> <li>▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable.</li> <li>▶ To comply with Infection Prevention and Control policies</li> <li>▶ To observe professional integrity in relationships with all stakeholders</li> <li>▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.</li> </ul>

## 4. WDP’s commitment to you

*WDP works within the following framework and requires all employees to do the same.*

4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p>

	WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP’s services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
<b>5. Your commitment to WDP</b>	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health &amp; Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>
5.7	<p><u>Continuous Professional and Personal Development</u></p>

Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.

*The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.*

<b>Person specification</b>		<b>E/D</b>	<b>Measured by</b>
<p>Essential and desirable requirements (E &amp; D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p><b>Please note</b> - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>			
<b>1.</b>	<b>Education, knowledge and experience</b>		
1.1	Minimum of two years' work experience of administrative duties	E	A/I
1.2	Experience in managing staff	D	A/I
1.3	Knowledge and experience of using Microsoft Office Packages to a high standard including proficiency in word processing, excel spreadsheets and data entry	E	A/I
1.4	Qualifications in IT/Office Administration	D	A/I
1.5	Knowledge of general office procedures	E	A/I
<b>2.</b>	<b>Abilities and skills</b>		
2.1	Ability to communicate effectively verbally and in writing	E	A/I
2.2	Ability to respond to the changing needs of the services and work flexibly	E	A/I
2.3	Ability to work as part of a team and be a proactive and contributing member of the local leadership team	E	A/I
2.4	Ability to work under their own initiative to support, develop and improve the administrative side the service	E	A/I
2.5	Ability to take a customer focused approach to internal and external stakeholders, partners and staff.	E	A/I

2.6	Ability to formulate Risk Assessments and other admin related work and set goals and tasks to meet the desired outcome	E	A/I
<b>3. Working within WDP's framework of commitments to employees</b>			
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I
3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I
<b>4. Key competencies</b>			
4.1	Lead and Develop and small team of administrators and receptionists to improve and support the services	E	A/I
4.2	Implement and manage administrative systems to support WDPs strategic objectives in Hackney	E	A/I
<b>5. Equality, diversity, vision, mission and values</b>			
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I

<b>6.</b>	<b>Circumstances</b>				
6.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I		
6.2	A flexible approach to workload.	E	A/I		
			<b>Authors</b>		
	Version number	Date	Initials	Initials	Initials
	1.0	December 2015	MT		