

Administrator & Receptionist

(Salary as advertised)

Merton

37.5 hours

Permanent

1. Main purpose of the role

- ▶ To act as on-site point of reference for the team for ensuring the effective compliance with Health & Safety, including contributing to and the monitoring of individual and service Health and Safety Risk Assessments.
- ▶ Support the smooth running of IT systems in the service by acting as a Single Point of Contact with the central IT Support Team.
- ▶ To support and develop efficient finance systems in the service including processing invoices, and keeping safe, clear and accurate records of outgoing expenses and petty cash.
- ▶ Provide training to colleagues on the effective and efficient use of data systems, ensuring all staff are fully competent and following prescribed procedures for all areas of data inputting.
- ▶ To liaise with the Senior Administrator, Regional Performance Lead and partner agencies to ensure performance remains to a high standard.
- ▶ To be the 'first face of the service' and provide a warm and professional welcome to the service for service users, professionals and all other stakeholders.
- ▶ To be highly flexible and non-judgemental in order to respond to the services needs within this crucial aspect of the treatment model

2. Reporting and working relationships

Reporting relationships:

- ▶ **Reports to** Senior Administrator



Working relationships:



3. Role-specific responsibilities

3.1

Administrator Responsibilities

- ▶ To record and process incoming and outgoing mail, ordering and control of stationery and associated invoices.
- ▶ To record and maintain accurate personnel and client records.
- ▶ To control and reconcile petty cash.
- ▶ Responsibility for premises and equipment security, health and safety, repairs and maintenance and the general tidiness and appearance of offices and facilities.
- ▶ To record and process invoices relating to GP Shared Care, Pharmacy Supervised Consumption, Needle Exchange and funded treatment
- ▶ To act as on-site point of reference for the team for ensuring the effective operation and use of IT and telecoms systems, and dissemination of training and new skills as required.
- ▶ Collection, collation and audit of the service statistics and database records to provide comprehensive information to meet the requirements of management and staff, and to enhance their understanding of service performance.
- ▶ To provide all requested information that may be required to manage the service, and to identify and introduce new procedures and systems to improve the reliability of provision of management of information within the service.
- ▶ Provide training to colleagues on the effective and efficient use of data systems, ensuring all staff are fully competent and following prescribed procedures for all areas of data inputting.

	<ul style="list-style-type: none"> ▶ To liaise with the Senior Administrator, Regional Performance Lead and partner agencies to ensure performance remains to a high standard. ▶ To carry out regular audits as directed by our central Health & Safety Team. ▶ To fulfil all duties and responsibilities in relation to the safeguarding of children and vulnerable adults, identifying risks and taking appropriate action in accordance with local and organisational policies. ▶ Work collaboratively with clinical services to ensure effective coordination and delivery of care. ▶ To develop and maintain effecting working partnership relationships with partner agencies.
3.2	<p>Receptionist Responsibilities</p> <ul style="list-style-type: none"> ▶ To offer a warm and professional welcome for anyone accessing the service. ▶ To create a welcoming environment in reception for anyone accessing services. ▶ To answer and direct telephone enquiries appropriately, passing on accurate information and messages. ▶ To maintain the reception and service user areas to an excellent standard and assist with updating information in the waiting areas for service users and other stakeholders. ▶ To prepare and distribute information packs and correspondence for service users and professionals. ▶ To maintain a record-keeping system for client and staff attendance. ▶ To maintain an effective system for room bookings. ▶ To act as an advocate for the service at all times. ▶ To carry out other duties as identified by the management team ▶ To fulfil all duties and responsibilities in relation to the safeguarding of children and vulnerable adults, identifying risks and taking appropriate action in accordance with local and organisational policies.
3.3	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To ensure relevant service standards are met; those laid out by the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE), and are offered in line with WDP policy and within the organisational clinical governance framework. ▶ To be an active and positive member of the team. ▶ To participate constructively and positively in staff and other meetings. ▶ To comply with WDP’s policies and procedures.

- ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable.
- ▶ To comply with Infection Prevention and Control policies.
- ▶ To observe professional integrity in relationships with all stakeholders.
- ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures.

4. WDP's commitment to you

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

4.1 Equal Opportunities

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.

4.2 Recovery

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.

4.3 Career Development and Progression

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.

4.4 Safeguarding

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 Care Quality Commission (CQC)

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.

5. Your commitment to WDP

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 & 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> <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.</p>
<p><i>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.</i></p>	

Person specification		E/D	Measured by
<p>Essential and desirable requirements (E & 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>Please note - 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>			
1.	Education, knowledge and experience		
1.1	English and Maths GCSE (or equivalent) at grade C or above.	D	A
1.2	Experience of working or volunteering in a drug/alcohol or social care setting.	D	A/I
1.3	Ability to use MS Office packages to a good standard.	E	A
1.4	Experience of using SharePoint and case management systems.	D	A
1.5	Experience of other reception roles.	D	A
2.	Abilities and skills		
2.1	Excellent oral and written communication skills.	E	A & I
2.2	Excellent telephone manner.	E	A & I

2.3	Effective time management.	E	A & I
2.4	Ability to maintain a high standard of working, even when working to short deadlines.	E	A & I
2.5	Excellent interpersonal skills.	E	I
2.6	Ability to work under pressure in a sometimes challenging environment.	E	I
2.7	Excellent team working skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.	E	I
3. Working within WDP's framework of commitments to employees			
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
4. Equality, diversity, vision, mission and values			
4.1	An empathy for and understanding of our mission, vision and values.	E	A/I

4.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I
4.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I
4.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I
5. Circumstances			
5.1	Able to travel as required for the role and attend meetings and other activities outside office hours	E	A/I
5.2	A flexible approach to workload.	E	A/I



			Authors		
Version number	Date		Initials	Initials	Year
1.1	21 February		KB	CW	2017
1.2	12 December 2017		DDS		
1.3	13 March 2018		KB	AW	2018