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**Policy Document No: Per 1.1.1****Office Administrator Job Description****Job Title:** OFFICE ADMINISTRATOR**Establishment:** Central Services**Responsible to:****Brief description of job:**

The Office Administrators are part of a team responsible for helping to provide an efficient and accessible administration service to support the smooth running and effective management of the office. The Administrators will need to maintain a clear picture of the service provided and the role of each department – by carrying out some, if not all, of the generic tasks listed below. The job role requires both efficiency and well-developed personal skills.

**KEY RESULT AREAS:****PART A (generic)**

- 1 To attend for work reliably and punctually.
- 2 To attend and participate fully in all training as required.
- 3 To know where Hesley Group policies are kept and to be aware of and follow their contents. This includes adhering to all quality procedures.
- 4 To ensure that people with whom you have contact have equal opportunities, to acknowledge their individual differences and uphold their rights and responsibilities, including the right not to be discriminated against, as set out in law and by Hesley Group policies.
- 5 To contribute to making the admin team effective. This involves supporting other members of the team and helping to build positive relationships. You must be willing to give and receive constructive feedback aimed at developing the quality of relationships and team performance.
- 6 To plan, organise and carry out your work to meet the requirements of the manager(s) for whom you work. This will involve continually looking for ways to improve systems and your own performance, identifying and addressing any training which may help to achieve this.
- 7 To prepare a range of documents – this involves creating documents, producing and distributing mail-merge documents, using corporate formats as required. This also includes photocopying, producing complex material and processing correspondence.

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- 8 To ensure that all reports, correspondence and routine information are processed to a high standard within agreed timescales.
- 9 To collect and process data relating to students, staffing (existing and prospective), premises or finance in order to provide specific management information.
- 10 To ensure that, wherever appropriate, data is entered, stored and processed on computer-based applications, or paper-based systems, so that files are always kept up to date and in a way that enables information to be easily accessed and reported upon.
- 11 To make and receive telephone calls, send and receive faxes and e-mail using the required protocols.
- 12 To ensure that communication with people external to the establishment is carried out effectively and in a professional manner. This may involve greeting people who visit or call on the telephone and dealing with their enquiries efficiently and sensitively. This may be about routine matters or may involve helping people with problems and concerns, both of which will require a sound knowledge of the work of your department.
- 13 To contribute to the organisation and support of meetings by arranging travel and accommodation, communicating with other delegates, providing equipment and materials and arranging for rooms to be prepared. This may also involve the production of agendas and accurate minutes, within required time frames.
- 14 To contribute to the management of finance by dealing with orders, invoices and other records as required.
- 15 To deal with mail, both incoming and outgoing, as per the procedure set out for the department, maintaining the appropriate levels of confidentiality.
- 16 To contribute to effective communications by:
  - a) the use and update of diaries, log books, notice boards, meetings and any other methods used within the office and by;
  - b) actively providing/seeking information from managers and other staff, by checking notice boards, diaries and attending meetings as required, and by;
  - c) keeping other admin staff informed, giving out information in a clear, legible, objective and professional manner, in a variety of ways, using the appropriate level of confidentiality.
- 17 To report if any office equipment is not in good working order and if supplies of consumable items are low.

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- 18 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.

**PART B (specific)**Administrator (Recruitment)

- 1 To assist and support the Recruitment Officer and to cover, as far as possible, in his/her absence.
- 2 To process monitoring packs for each campaign to ensure establishments complete all relevant paperwork.
- 3 To monitor the progress of each campaign.

Administrator (HR, Policy and E&F)

- 1 To assist and support HR Manager, including attending all JCC meetings, taking minutes and updating records; upkeep of sickness records/occupational health records and invoices, accident reports file.
- 2 To assist and support E&F Manager including updating databases, coding and logging invoices, dealing with Painters and Decorators documentation, SIR sheets etc.
- 3 To prepare documents, relating to policies, ready for the Infonet and to maintain a 'master' file (hard copy) of all current policies and attendant documents.

Administrator (Operations)

- 1 To assist and support Principal Central Services including maintaining databases (Visitor comments, physical interventions, CQC reports, CRB, Child/Adult Protection) preparing information in various formats for reports etc.
- 2 Produce contracts for all external consultants. Producing and processing student planners and student voids and uploading onto referrals site.
- 3 To assist and support the Group Clinical Psychologist.

Administrator (Infonet, Referrals)

- 1 Responsible for administering Group-wide areas of the HG Infonet system including, development, maintenance and currency across all areas (ie Policies, Library, Statutes, About Us, Plans etc) and supporting establishment staff in the correct administration of site-specific areas.
- 2 To maintain and develop the Group website.

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- 3 To assist the Referral Services Manager by receiving (via telephone, email, web, post) referral enquiries and maintaining a referrals database and processing referral documents as specified.

#### Administrator (Training)

- 1 To assist and support the Training Manager, SLDC's and NVQ team including preparing, distributing documents, booking training events and deal with general requests and enquiries.
- 2 To monitor the progress of staff training and ensure mandatory training is completed and to report to Staff Learning and Development Coordinators. Responsible for administering training records onto Group database and spreadsheets to keep records updated.
- 3 To monitor and administer CATS and Group databases to register and update NVQ candidates' progress through to receiving and distributing C&G certificates. To monitor Internal Verifier status and Assessor contributions to IV reports.

#### Administrator (ICT Team)

- 1 To provide a first point of contact for customers on all ICT issues and to respond to all ICT related service requests received through the Service Desk system. All fault records to be assigned to the most suitable ICT Team member and progress of those faults to be monitored until a satisfactory conclusion is reached.  
  
To log service requests and warranty support requests with suppliers and progress such requests to a satisfactory conclusion.
- 2 To place orders and process invoices as authorised by the IT Manager or, in the absence of the IT Manager, the ICT Service Co-ordinator. Control and maintain stock, ensuring that equipment and consumables are not held unnecessarily in storage whilst also ensuring that stock does not become completely exhausted.
- 3 To maintain records of all ICT equipment, ensuring that they are accurate and current. This includes audit, warranty, purchase and licensing records.

#### Administrator (Clinical Services)

- 1 To assist in the administration of meetings, including booking rooms, organising agendas and producing minutes.
- 2 To organise and maintain databases to record referrals and multidisciplinary input to clients.
- 3 To assist members of clinical services department in the administration of clinical services including recruitment and personnel issues, in liaison with the Central Services Recruitment Team.

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Specific to Clinical Services:

- 4 Working under the supervision of the Quality and Compliance Manager and the Quality Information Facilitator, to interpret, collect, collate and input data manually or by computer, to carry out simple analysis and produce routine reports. This is in order to provide specific management information and assist in determining the quality of services provided.
- 5 To assist under supervision with conducting computerised literature searches, managing output of results, and creation of reference lists/bibliographies.
- 6 To work as required with the Quality Information Facilitator to support research initiatives.

**Health & Safety**

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

**Safeguarding children and adults**

To remain vigilant and do everything possible to protect students/residents, and others, from abuse of a physical, emotional, sexual, neglectful, 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:**

By effectively carrying out this role, you will make a significant contribution to establishing and maintaining a well-organised office, to building positive relationships and effective communications, and to providing a reliable, competent service both to employees and to people outside of the company. This will make an important contribution to achieving the Hesley Group's goals.

**This organisation is committed to Safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.**

Prepared by Human Resources Department: ..... Date: 13/04/10

Jobholder: ..... Signed: ..... Date: .....

Manager: ..... Signed: ..... Date: .....