**Job Description**

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| **Role:** | Administrator | |
| **Service:** | Bolton Cares | |
| **Responsible to:** | Operations Manager | |
| **Salary:** | £16,880 | |
| **Contracted Hours:** | PT and FT positions available | |
| **Place of work:** | Bolton Cares Services | |
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| **Job summary – main purpose of the post:** | | |
| The provision of an effective and efficient administrative support service in support of an Operations Manager and their team to assist them to achieve their service specific priorities. | | |
| **Main Duties** | | |
| To offer clerical and administration support including:   1. Being the central point for contact for the Assistant Operations Manager(s) in your service area. 2. Assist with the organisation of diaries and calendars. 3. Contribute to the organisation of meetings and events. 4. Attend meetings, takes notes/minutes and produce appropriate final documentation. 5. Transcribe and produce documents from recorded speech. 6. Organise business travel and accommodation. 7. Design, create and produce documents, e.g. letters, presentations, reports, newsletters. 8. Photocopy, reproduce, distribute and process documents. 9. Contribute to the management of intranet content and social media pages for the services you support. 10. Deal with post and deliveries. 11. Undertake reception duties and receive and assist visitors. 12. Process orders for goods and services. 13. Assist in the receipting, recording, monitoring and making of payments in line with company policies, processes and procedures. 14. Effectively plan and organise your work so that it can be completed to a high standard and to the required deadlines. 15. Ensure that information is managed in line with the company’s, policies, processes and procedures for confidentiality and data protection. 16. Enter, update and retrieve data from the company’s information systems and databases, e.g. logging complaints and compliments, processing starters and leavers. 17. Undertake administrative processes to support the Operations Manager(s) to ensure that their services are compliant, e.g. processing DBS checks, completing driver checks, processing holiday requests. 18. Support the Operations Manager(s) to collect and collate information for internal and external monitoring and reporting purposes, e.g. maintaining registers of care hours for contract monitoring. 19. Feed data to others within the company to agreed deadlines. 20. Any other duties, as directed by the Operations Manager(s) for your service area. | | |
| **Personal Qualities** | | |
| * Passionate about doing a good job. * Committed to achieving common company goals. * A great team player. * Great organisational skills and be able to plan, organise and prioritise workload. * Able to work under pressure and to meet deadlines. * A great communicator and have an excellent telephone manner. * A problem solver. * Honest and trustworthy. * Able to maintain confidentiality. | | |
| **General Skills** | | |
| * Competent at using Microsoft Office packages, such as Outlook, Word, PowerPoint and Excel. * Able to work with IT systems. * Knowledge of the care sector. * Good numeracy skills. * Good English skills. * NVQ Administration Level 2 qualification or equivalent. | | |
| **Other** | | |
| * Bolton Cares is a smoke free employer. * From time to time, work will be required outside of normal office hours. * On occasions, work will need to be undertaken at locations away from the Bolton Cares Head Office. | | |

**Note to Applicants: Please try to show in your application form how you meet each of the above requirements**

**Job Description prepared by Jackie Tait**

**January 2019**