## JOB DESCRIPTION: PART-TIME SERVICE ADMINISTRATOR

# Based at: SignHealthManchester Outreach

**Hours:** 20 hours per week

**Reporting to:** Service Manager

# DUTIES

1. To carry out a high standard of word processing by use of PC of correspondence, reports, etc for the Project Manager and the team of Support Workers.
2. To answer the telephone, minicom and take and pass on messages.
3. To maintain the filing system on Microsoft teams.
4. To carry out any photocopying and creating documents such as support plan and risk assessments from information provided by support workers.
5. To assist the other staff in the preparation of any forms required in line with support.
6. Comply with the Data Protection Act and Health and Safety at Work legislation.
7. Observe the fire procedures.
8. To attend meetings, case conference reviews and to take notes and report back to staff.
9. To carry out any other duties which may be required.
10. To work with the Service Manager on key issues i.e., service aims and objectives, service developments and other managerial issues to ensure the effective operation of the service.
11. To ensure that all details are reviewed regularly. (Reading all daily notes to ensure any safeguarding concern needs to be addressed) and moving the information to the correct file in Teams
12. **To ensure efficient operation of office including Microsoft teams**
13. To prepare and submit the weekly staff return.
14. To handle all holiday requests and sickness.
15. To arrange for interpreters as and when required.
16. To effectively communicate information to team members by making sure accurate information and all appointments are recorded in the diary.
17. To gather agenda items for the staff meetings and ensure the minutes from these meetings are completed. (Notetaking and type up when needed)
18. To complete the weekly hours breakdown, at the end of the month calculate the total hours & report to the relevant people / payroll (for permanent & bank staff).
19. Submit invoices to finance for each client with manager’s approval.
20. Log & Submit Outreach staff expenses / mileage on Cascade.
21. Complete Health and safety checks in the lodge and cleaning items stock checks
22. To comply with financial controls through effective management of budgets, timely invoicing, reporting, payroll, GDPR regulations

**To help make sure the workplace is right for effective working**

1. By reporting as soon as practical all hazards and defects or any accidents and untoward occurrences in the correct manner and ensuring the appropriate procedures are followed.

# PERSONAL SPECIFICATION

1. Have a good knowledge of English
2. Good communications skills and IT skills, knowledge of using excel, word, power point and Microsoft teams
3. To have a commitment to **SignHealth’s** equal opportunities policy.
4. To be conscious of equality and diversity and to treat all clients with respect and dignity.
5. Maintain the strictest standards of confidentiality in accordance with the standards of the Outreach service and the policies of the service and within the requirements of effective risk management.
6. Ideally to have an awareness of sensitivity to the Deaf Community and a willingness to learn British sign language to support communication.