



specification

Job title: Office Administrator – Adaptations Office base is Shotton, Flintshire

Salary: £18,275 Hours 37 hours a week

Reporting to: For You Property Services (FYPS) Co-ordinator

Knowing our Values

We are passionate about people and their wellbeing, and so we put our clients at the heart of every decision.

We focus on empowering our clients to identify and achieve what *they* want, not what others tell them they need

Behind this simple and powerful ethos lies a commitment to building social capital through flexible and innovative services and practices.

Our model embraces going the extra mile in order to find efficient and personal solutions for each and every client.

We pride ourselves on being:

We are Big Hearted

- We treat people with **kindness and consideration**
- We support people to improve their own health and wellbeing
- We look after ourselves so we are better able to support others

We are Determined

- We are **solution focused** and make things happen
- We are **passionate** about what we do and go the **extra mile**

We are Genuine

- We are **trustworthy**
- We behave with **integrity**

We are Approachable

- We do things in the right way
- We are **committed team players**

We are Professional

- We show **respect** to those we work with
- We **push the limits** but respect the boundaries

Your job

You will be the agency lead on the adaptations process which is a core service at Care and Repair North East Wales. You will be responsible for keeping the adaptations process running smoothly with the client's needs at the heart of the service, while ensuring compliance with our funding arrangements. You will take ownership and be accountable for the efficient administration of the whole adaptation process from start to finish.

You will be responsible for gathering and collating satisfaction surveys and providing management information on the levels of client satisfaction with the service.

You will produce the reports on performance and outcomes using statistical information.

You will ensure proper flow of office procedures and administration to support the efficient running of the adaptation service to comply with the Service Level Agreements and best practice

You will carry out the general administrative duties by acting as the first point of contact for clients and stakeholders face to face, by telephone, email and/or through social media and web enquiries.

You will raise invoices to funders, process contractor invoices, liaise with and support the Financial Officer, Compliance Officer and Accountant in the preparation of management and annual accounts.

Care and Repair is committed to complying with Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioners office (regulating data protection compliance in the UK). It is your responsibility to ensure the work you undertake is compliant with the GDPR.

In this job you will

- Carry out the administrative tasks which ensure the smooth running of the Care and Repair Adaptation Service
- Co-ordinate all administrative tasks associated with all Adaptations Service to include the Rapid Response Adaptations Programme (RRAP) Hospital to Healthier Home (H2HH), Minor Adaptations and Enable funding works
- Liaise with clients, contractors and referring agencies to ensure the efficient & effective operation of the Adaptations Service
- Provide advice and assistance to older and vulnerable people
- Receive referrals from partner agencies and to check that they meet eligibility criteria
- To deal with all correspondence and telephone enquiries from clients, contractors & partner agencies relating to all adaptation queries
- To update clients and referral partners to ensure that they are kept informed with regard to the progress of their applications

- To produce monitoring reports with regard to the Adaptation Service as requested for the attention of the Chief Executive Officer, Board, Care & Repair Cymru and Funding Partner organisations
- Maintain and develop office procedures and information systems including case records both manually, on spread sheets and on the agency database
- Provide adaptation support and training to the agency team and stakeholders as required
- To foster an excellent relationship with clients, contractors, Health and Social Services Partners and all staff and other agencies
- To liaise between clients and contractors before, during and after, adaptations in their homes.
- There will be some travel to meetings and to client's homes

Financial

- To organise and maintain manual and computer facilities and provide statistical and performance data as required
- To prepare statistical returns as required to various organisations including the Association and Care and Repair Cymru on behalf of the Welsh Assembly Government
- To provide statistical information for the CEO and Board on a monthly and quarterly basis
- Produce reports for Board that details performance, case studies and service improvements
- To work with the agency Financial officer, Compliance officer and department leads.

General

- Contribute to the Agency overall strategic business plan
- Familiarise yourself with current policies and procedures
- Support the smooth running of the office, including managing visitors in the building and answering client queries
- Provide work processing / administration / office support to staff based at the Agency
- Arrange and minute meetings when required including collating itineraries, agendas and room bookings for development best practice groups
- To undertake any other duties requested to ensure that office procedures and duties are carried out to maintain a high level of efficiency within the business
- Work closely with colleagues and identifying better ways of working which could improve current processes
- Liaise effectively with staff, officers and board members to drive positive and friendly professional service to stakeholders
- To undertake any other duties requested by the Line manager, which are consistent with the overall purpose of the role
- To contribute to the achievement of the Agency's objective in improving overall service to customers by participating in working groups and project teams
- Adhere to the agency's Equality and Diversity policy and procedures within own work and to generally support and promote the Associations Equal Opportunities Policy
- To adhere to Health and Safety legislation and the Agency policies and procedures in relation to Health and Safety

In this job you will need

- GCSE/ O Level in English & Maths

- A minimum 2 years' experience of working in a busy office preferably within a health, social housing, or Social Care background
- An understanding of the adaptations processes perhaps gained through paid or voluntary work.
- Demonstrable information technology skills at an intermediate or advanced level with specific experience in the application of Microsoft Office such especially Excel spreadsheet packages, word processing, PowerPoint and databases. It is desirable that you have a computer-based qualification.
- Experience of dealing with general public, older people/ people with disabilities or other vulnerable client groups and demonstrating an ability to respond sensitively to clients, staff & external agencies
- Knowledge of the housing needs of older people and/ or people with disabilities
- The ability to manage a demanding and changing workload with minimal supervision.
- Good organisational and prioritisation skills.
- Ability to collate statistical information and to use information technology & office equipment to generate reports.
- You want to work in a value led organisation and recognise yourself in the agency's core values
- You have a 'can do' approach, remaining focused and calm under pressure. You look for solutions which keep the processes moving because your priority is to ensure our clients receive a high quality and timely adaptations service.

To apply please send a signed CV and covering letter as to what you would bring to the job role to wendy.bowden@careandrepairnew.co.uk by Monday 28th September 2020 at 10am

The project has been supported by the European Regional Development Fund through Welsh Government. The jobs advertised is subject to approval of application.

