

**Administration officer – Reach Learning Disability Care CIC. (Reach Care)**  
**Job description and person specification.**

Reporting to: Administration Manager  
Location: Newark, this is an office-based role.  
Salary band: £15,748 per annum  
Hours: Part time 25 hours per week over 5 days

**Purpose of role is to support the Reach Care management team & staff in the delivery of outstanding service quality through the maintenance of efficient systems, accurate information and responsive communication.**

**Specifically**

- Maintain and record accurate, confidential and current information in a secure and compliant and regulated environment.
- Support the smooth running of care support staff recruitment, induction, training, supervision and regular communications.
- Support the management team of Reach Care with essential Quality, HR, Data and Service User Support Plan administration.
- Liaise with Head Office functions and Day Centre administration to integrate with the work of the charity.
- Collect and maintain information and statistics (KPI's) for management reporting purposes.
- Remain adaptable & responsive, supporting the Administration Manager when priorities demand.

**Personal Attributes**

- Confidential & efficient.
- Personable & approachable.
- Driven & committed.
- Reliable & responsive.
- Flexible and adaptable.
- High standards.
- Empathetic & caring.
- Planning and organisation.
- Positive mental attitude.

## **Main duties and responsibilities.**

**General office administration-** answering the Reach Care dedicated phone, dealing with and forwarding enquiries from service users, family members, staff, social care agencies, suppliers and training providers. Dealing with enquiries through phone calls, emails, website and social media channels. Arranging meetings, rooms and room set-up, refreshments for visitors and tidy. Ordering stationery and supplies and liaising with Reach charity staff for best deals/economies. Keeping a tidy and secure environment for confidential information in a busy office. Enabling the managers to manage. Utilising current IT systems. Handling of petty cash. Monitoring main communication email – care@reachuk.org, flagging messages for managers and responding where appropriate. Develop an understanding of scheduling system, support scheduling where required. Ordering of PPE, and maintenance of stock levels. Reach holiday administration support, working with the Charity to ensure efficient management of information.

**General HR administration** – maintaining confident, accurate and up-to-date staff records (in relation to contact details, contracts, attendance, absence, welfare, supervisions, training, certification, insurance, disciplinary, grievance, incident reporting and emergency contacts) initiating and expediting references and DBS records, issuing contracts subject to management approval and employee handbook, including communication of updates to employee handbook, checking expenses claimed against the rota and liaising with the finance team, supporting the payment schedule. Maintaining confidential storage and access in line with Data Protection legislation.

**Training administration-** In the absence of & support to the Learning and Development Coordinator by completing administrative tasks such as, communicating training needs to staff, issuing reminders where required. Printing and filing of certificates, collating feedback post session, liaising with Distance Learning providers to coordinate communications and delivery of workbooks to staff. Booking external training providers and ensuring they have the things they need at hand when delivering sessions in-house.

**Supervision administration-** Maintaining a calendarised schedule of regular staff supervisions, aligning with the rota and achieving a balanced workload for managers. Expediting urgent, ad hoc meeting relating to disciplinary, grievance, safeguarding, wellbeing and incidents, and ensuring records are accurate and complete. Arranging private space for sensitive meetings.

**Data Protection administration** - Maintaining storage, accuracy, currency, access, use and authority levels across paper and electronic systems.

Person specification	Essential	Desirable
Attendance record	Can demonstrate an outstanding attendance record, reliability and punctuality and strong work ethic.	
Confidentiality and Data Protection	Has experience of working with sensitive personal data and can offer references in all matters confidential	GDPR qualification or working towards
Organisation skills	Can demonstrate experience and provide examples of maintaining effective and efficient systems of work, confidence in communicating adherence to ways of working throughout the organisation at all levels. Minimum of two years office experience GCSE Maths, English, IT grades at C or above	Administration qualification or a willingness to work towards.
IT skills, continuous improvement of processes and systems	Proficient in all aspects of Microsoft 365 and SharePoint, Excel, Word, Forms, Diary Management. Has experience of electronic scheduling systems.	Understanding of scheduling software Competent in design software to produce simple flyers and communication collateral. Advanced spreadsheet training.
On Boarding administration	Experience of administering recruitment, induction, attendance monitoring, employment contracts, staff folder maintenance in a regulated environment.	Experience of using electronic personnel software.
Attention to detail, well-presented, personable and good telephone manner, clear communicator.	A completer-finisher, an accurate eye for spelling and grammar. Represents the values of Reach in every communication. English qualification. Handle, forward enquiries from supported individuals, family members, service providers, health and social care professionals, staff and suppliers.	Experience of working in a customer service / customer relations environment.

Experience of working in a regulated sector	Experience of working within an inspected regulatory environment, or public sector.	Experience of working in the Learning Disability discipline
Effective Team member	Experience of working in a small, close team of professional colleagues, who are often out of office, and who rely on effective office-based support.	
Prioritisation, maturity of judgement	Experience in juggling multiple demands, making decisions that sensitively balance the needs of the service user and staff member with the needs of the business. Operating within the limits of the role and deferring to professional expertise and management authority in an appropriate manner.	
Keeping up to date	Self-managed CPD to ensure up-to-date practice in line with regulatory environment	

### Key relationships

**Internal** – Administration Manager, Registered Care Manager, Deputy Care Manager, Learning & Development Coordinator, Scheduler, Reach Care Support Staff, Charity managers and administration staff.

**External** – Family members, supported individuals, professionals from the Living Well team, training providers, prospective employment candidates. Facilities and catering team within The Beacon.