



Job Description

Job Title: Administrator
Reference number: A/W/0112
Location: Wellingborough
Reports to: Service Manager - North

Working Conditions

Salary: £13,874 - £18,453 per annum pro rata
Pension: 5% Contributory Pension Scheme
Hours/ Days worked 18.5 per week
Holiday: 24 days plus statutory bank holidays pro rata
Closing Date: **Midday 9th Feb 2012**
Status: Post is fixed term to Sept 2012 with possibility of an extension

Purpose

This is a key administrative position with responsibility for a wide range of administration duties, which are vital to ensure the smooth running of a busy multi-agency team.

Main Tasks

1. Provide administration support to team members in the form of typing letters, photocopying and filing.
2. Reception duties to include dealing face to face with clients arriving for appointments or with enquiries.
3. Answer the telephone, control the switchboard, deal with basic enquiries and take messages as necessary.
4. To accurately input statistical data into databases.
5. Accurate minute taking for clinical and team meetings.
6. Co-ordinate all incoming and outgoing mail.
7. Order stationery supplies and monitor stock levels.
8. Promote choice, well-being and the protection of all individuals.
9. Promote effective communication for and about individuals.
10. To maintain records, collect statistical data and store information in accordance with the requirements of the post, CAN's policies and protocols and the Data Protection Act.
11. To actively promote service user's and colleague's rights and responsibilities, equalities and diversity in line with CAN's equal opportunities policy.
12. To take personal responsibility to keep your knowledge up to date and to reflect on and evaluate your own values in the development of your practice.
13. To prepare for and participate in regular supervision meetings and seek additional supervision as appropriate.
14. To be actively aware of possible significant risks in the workplace and know how to identify and deal with appropriately in line with CAN's policies and procedures.
15. To develop and maintain productive working relationships with your team, managers and other colleagues.
16. To act as a member of the wider CAN team to participate where appropriate in training events, team meetings and agency days.
17. To carry out any other duties relevant to this job description.
17. The willingness to undertake an appropriate professional drug qualification and engage in continuous professional development.

Key National Occupational Standards

Help individuals access substance misuse services

AA4 Promote people's equality, diversity and rights

AA6 Promote choice, well-being and the protection of all individuals

Develop practice in the delivery of services

AC1 Develop your own knowledge and practice

AC2 Make use of supervision

Provide a healthy, safe, secure and suitable environment for the delivery of services

BD4 Promote, monitor and maintain health, safety and security in the working environment

Manage information

BE2 Provide information to support decision making

Manage relationships

BI1 Develop productive working relationships

BI5 Promote effective communication for and about individuals



Person Specification

Job Title: Administrator (Wellingborough)

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We aim to recruit staff who can demonstrate the following competences to a high level and will want to practice these to the full in their work.

We will be looking for evidence of the following key competences during the selection process if you are short-listed.

- Self Motivation
- Self Development
- Expertise
- Creativity and Motivation
- Service Delivery and Improvement
- Maintaining and using Systems
- Commitment
- Team Working
- Communication
- Building effective external relationships

Please complete the application form for this post giving evidence to support the following :

1. Previous Experience

- 1.1 Experience of providing administrative support including typing, photocopying, filing and dealing with telephone calls
- 1.2 Experience of reception work or working with the general public
- 1.3 Experience of data inputting using databases

2. Special Knowledge and Requirements

- 2.1 Competent in use of Microsoft Office software
- 2.2 Familiar with using e mail
- 2.3 Evidence of good organisation skills with ability to prioritise
- 2.4 Evidence of effective interpersonal and communication skills
- 2.5 Understanding of the importance of confidentiality

3. Additional Job Requirements

- 3.1 A qualification in IT skills e.g. ECDL is desirable