

## JOB DESCRIPTION

<b>Title:</b>	Care Services Administration Coordinator
<b>Department</b>	Care Services
<b>Location</b>	Newlife – Hemlock Way
<b>Professionally Accountable to:</b>	Care Services Administrative Operations Manager
<b>Salary</b>	£10 per hour
<b>Band</b>	Grade 4
<b>Hours</b>	Full time 41.5 hours
<b>Designation:</b>	Permanent

### Job Purpose

This role is essential to provide support to the Care Services Administrative team by delegating and coordinating all administrative tasks on a day to day basis. This involves working across numerous work streams with competing focuses associated with the delivery of multiple family services. This roles will act as a link to ensure the administration in the department runs smoothly with the wider Care Services team. Newlife deals with children and families who are sometimes in very difficult situations and who can be very distressed, so experience in supporting complex and emotional matters including raising complaints and concerns with senior management is essential.

### Responsible for

Working at the 'heart of the charity' you will be responsible for leading on the delivering of exceptional administration support to enable the Care Services team to function in a fast paced environment, whilst ensuring compliance with all internal policies and procedures to include all Health and Safety policies and procedures.

The post holder will have no line manager responsibilities.

The post holder will be an authorised signatory.

### Main Duties

#### 1. Local workforce strategies and plans:

- Ensure a smooth and efficient service is maintained by the Care Service administration team in order to meet KPI's.
- Manage, coordinate and delegate administrative tasks with regards to all Newlife grant and loan applications.

- Monitor and ensure good quality data management is maintained throughout the processing of applications and data protection principles are upheld.
- Support the Care Services administrative team with triaging the helpline, placing orders, arranging deliveries and collections for all of the care services outputs
- Monitor and support the processing of purchase orders and invoices for the Equipment Grants, Emergency Equipment Loans and Play Therapy Pods.
- Liaise with health and social care professionals when required in order to complete applications.
- Inputting and updating the Care Services database including scanning and linking documents.
- Applying learnt knowledge of all service pathways to offer flexible, dynamic support to the whole Care Services team.
- Processing and signing of invoices for payment.

**2. Workforce Modernisation:** to act as an advocate of change and modernisation in support of business strategies. To support the wider management team in identifying and implementing workforce modernisation (including identification of new ways of working, role redesign and improved performance measurement systems) opportunities to support staff to remain focused and deliver an efficient service.

**3. Human Resources Practice:** to support the management to champion best practice in the deliverance and their style of management to enhance the employee experience. Diplomatically influence in key business decisions to ensure the effective management of staff through a fair, efficient and pragmatic application to all HR processes; this will include the embracing, monitoring and delivering of policy and practices to embrace diversity in the workforce.

- Deal with, in collaboration with the Senior Manager all employee relations issues.
- Maintain a thorough knowledge of changing working practices and implement required changes to departments in collaboration with the senior manager to minimise risk and promote good employment practice.
- Develop and promote good working relationships with worker representatives in order to promote a harmonious employee relations climate.
- To proactively manage the throughput and quality of Employment Relations ensuring appropriate and effective support is offered via Continued Professional Development within their area of responsibility.
- Actively contribute to the alignment of policies to assist in the minimisation of sickness absence.

- To ensure that work life balance initiatives are promoted and developed in conjunction with Recruitment, Governance and HR guidelines.
- Ensure employees with known disabilities are appropriately supported.
- Ensure time and attendance to include annual leave and other worker friendly policies are adequately managed to balance the needs of the employee and the department.

**4. Development of Human Resources practice:** to collaboratively work to support, the development of Organisation-wide Human Resources policies and practices to ensure the availability of a modern Human Resources practice that supports business success. This involves;

- (i) the active deliverance of workforce and business issues that require new Human Resources approaches;
- (ii) the active participation in development projects.

**5. Coaching:** to support staff on a wide range of activities, ranging from the implementation of change programmes, to the administration of individual applications, in order to ensure that all staff are managed efficiently and effectively and in accordance with organisational practice.

Deliver training and development programmes and briefing/update sessions in matters relevant to the department to all levels of staff within the post-holder remit to ensure the necessary skills and competency for employees to fulfil their operational roles.

To undertake all other reasonable requests and or duties commensurate with this grade of post in agreement with the relevant line manager.

#### **Performance Management**

All employees have a responsibility to participate in regular appraisal with their line manager and to identify performance standards of the post. As part of the appraisal process every employee is responsible for participating in identifying their own training and development need

#### **Health & Safety at Work**

Attention is drawn to the responsibility of all employees to take reasonable care for the health & safety of themselves and other people who may be affected by their actions or omissions at work.

#### **Equal Opportunities**

Newlife is committed to being an equal opportunities employer and welcomes applicants from people irrespective of age, gender, race and disability.

#### **Smoking**

Newlife operates a No Smoking policy.

#### **Mobility**

Whilst the post-holder will be based at Hemlock Way, this is an appointment that may on occasions warrant travel around any Newlife location.

**Confidentiality**

Your attention is drawn to the confidential nature of information collected by Newlife. The unauthorised use or disclosure(s) of any personal information without the express permission of your line manager (As per GDPR disclosure regulations) is regarded as gross misconduct and will be subject to Newlife's Disciplinary Procedure and, in the case of both computerised and paper-based information breeches, could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018.

**Job Description**

This job description will be subject to discussion and reviewed on an annual basis within the appraisal process.

**POST HOLDER'S SIGNATURE:** \_\_\_\_\_

**DATE :** \_\_\_\_\_

**For Administration Only**

<b>Prepared/ reviewed by:</b>	Linda Hill
<b>Job Family</b>	Administrative Operations Manager
<b>Review date:</b>	28/05/2019
<b>Approved date</b>	29/05/2021
<b>ID No</b>	00/009/19

## PERSON SPECIFICATION

Title	Care Services Administration Coordinator	Grade	4	
Example key areas	Job requirements	W	How identified	
<b>Qualifications / training</b> Level of education; Professional qualifications; Vocational training; Post basic qualifications; Training and learning programmes/courses	<ul style="list-style-type: none"> <li>Educated to degree level or equivalent;</li> </ul>	D	AF	
	<ul style="list-style-type: none"> <li>Master's degree or have equivalent professional experience;</li> </ul>	D	AF	
	<ul style="list-style-type: none"> <li>Previous experience working in a healthcare or related environment;</li> </ul>	E	AF	
	<ul style="list-style-type: none"> <li>Business Administration level 3 or higher Qualification</li> </ul>	E	AF/T	
	<ul style="list-style-type: none"> <li>Evidence of continued professional development.</li> </ul>	E	AF/I	
<b>Experience</b> Length and type of experience Level at which experience gained	<ul style="list-style-type: none"> <li>Experience of leading staff within a busy environment;</li> </ul>	E	AF/I	
	<ul style="list-style-type: none"> <li>Proficient administration skills and ability to work with databases;</li> </ul>	E	AF/I	
	<ul style="list-style-type: none"> <li>Proven skills in using the Microsoft Offices packages to include numeracy and literacy skills;</li> </ul>	E	AF/I	
	<ul style="list-style-type: none"> <li>Demonstrable evidence of record keeping with experience in ordering, invoice control and/or logistics;</li> </ul>	E	AF/I	
	<ul style="list-style-type: none"> <li>Experience in ordering, invoice control and/or logistics analytical and problem-solving;</li> </ul>	E	AF/I	
	<ul style="list-style-type: none"> <li>Manipulate and analysing data and present it as accessible workforce information;</li> </ul>	E	AF/I	
	<ul style="list-style-type: none"> <li>Ability work to within deadlines sometimes under pressure in a reactive environment.</li> </ul>	E	AF/I/T	

<p><b>Skills &amp; Knowledge</b> Range and level of skills Depth and extent of knowledge</p>	<ul style="list-style-type: none"> <li>• Adaptability, with good organisation skills and a methodical approach;</li> <li>• Excellent communication and interpersonal skills, with high standards of attention to detail to ensure accuracy;</li> <li>• Experience of working with confidential information;</li> <li>• Work in accordance with all internal policies and procedures;</li> <li>• Thorough understanding of and commitment to Equality and Diversity;</li> <li>• The ability to adhere to data protection principles;</li> <li>• Excellent writing skills, including the ability to summarise information and key issues;</li> <li>• Understanding of children’s safeguarding;</li> <li>• Emotional stability to support on complex and emotional matters including raising complaints and concerns with senior management.</li> <li>• Ability to work under pressure while remaining professional.</li> </ul>	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>D</p> <p>D</p> <p>E</p> <p>E</p>	<p>AF/I/P</p> <p>AF/I</p> <p>AF/I/T</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I/P</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p> <p>AF/I</p>
<p><b>Personal qualities</b></p>	<ul style="list-style-type: none"> <li>• Positive attitude, highly self-motivated with a ‘can do’ attitude;</li> <li>• Well Organised with attention to detail;</li> </ul>	<p>E</p> <p>E</p>	<p>AF/I</p> <p>AF/I/T</p>

	<ul style="list-style-type: none"> <li>• Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues;</li> <li>• A personable professional manner at all times and work with professional integrity.</li> </ul>	E	AF/I
		E	AF/I
<b>Other job requirements</b>	<ul style="list-style-type: none"> <li>• Ability to travel</li> <li>• Occasional overtime</li> <li>• Occasional overnight stay</li> </ul>	E	AF/I
		E	I
		E	I
<b>Overall Candidate score</b>			
<b>70% required for an appointable score e.g. 70/87</b>			

**W (Weighting) - E = Essential D= Desirable**

**How identified = Application = AF; Interview = I; Test = T; Presentation = P.**

**Notes:**

All offers of employment will be made subject to satisfactory references being received.  
All Newlife roles are subject to a 6 months probationary period.

**Interested?**

Find out more about Newlife by visiting [www.newlifecharity.co.uk](http://www.newlifecharity.co.uk) and [www.newlifestores.co.uk/landing/](http://www.newlifestores.co.uk/landing/) or see what the current employees say by visiting [www.newlifecharity.co.uk/docs/about/employment.shtml](http://www.newlifecharity.co.uk/docs/about/employment.shtml)

**To apply:**

Submit a Newlife application Form, via our online submission which is available from our website or by visiting the Superstore in Cannock  
Alternatively you can contact the People Team (01543 431495) or, via email to [peopleteam@newlifecharity.co.uk](mailto:peopleteam@newlifecharity.co.uk) or via the post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF.

If you have any problems with completing any of the application formats or would like further information please email or call the People Team on 01543 431495.

**Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.**