

## JOB DESCRIPTION

<b>Title:</b>	Secretary to Care Services Management
<b>Department</b>	Care Services
<b>Location</b>	Newlife – Hemlock Way
<b>Professionally Accountable to:</b>	Care Services Administrative Operations Manager
<b>Salary</b>	£10.00 per hour
<b>Band</b>	Grade 5
<b>Hours</b>	Full time 37.5 hours
<b>Designation:</b>	Permanent

### **Job Purpose**

Experienced daily administration support to the management team at a confidential level, with flexibility and tenacity to operate across several services. This involves working across numerous work streams with competing focuses associated with the delivery of multiple family services. Working both reactively and proactively to support children in emergency situations and with the ability to quickly appreciate situations and the pace required to support the dept.

### **Responsible for**

Working at the 'heart of the charity' you will be responsible for delivering exceptional secretarial to support the Care Services Management team whilst ensuring compliance with all internal policies and procedures to include Health and Safety policies and procedures.

The post holder will have no line manager responsibilities.

The post holder will not be an authorised signatory.

### **Main Duties**

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

- Oversee general administration duties and minute taking whilst maintaining confidential personal information;
- Diary management – arranging appointments/meetings/training opportunities for both Internal and external meetings – ensuring that Managers are always well prepared including ensuring appropriate travel and hotel bookings;
- Managing general correspondence including post distribution;
- Screening telephone calls (internal/external) for the Senior Care Services Manager and Deputy Manager and responding to enquiries on their behalf where required / able to do so;
- Take and transcript minutes at meetings, as required and drive forward action points as required;

- Liaison with external companies in the course of carrying out day to day activities;
- Managing financial records (Inc.l. raising of purchase orders and processing of invoices for support costs) and financial claims for the management team;
- Inputting timesheets for the Care Services Team;
- Completing stationary orders for the department;
- Understanding and balancing the needs of the Care Services Management Team and supporting them with administration / projects as required;
- Flexibility and the ability to occasionally travel to meetings with the managers;
- A professional who can appropriately represent the management team at meetings (if required);
- Work collaboratively to get job done to support management and the wider team.

**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 design, implementation and leadership of change programmes, to the management of individual cases, 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 breaches, 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 :** \_\_\_\_\_

<b>For Administration Only</b>	
<b>Prepared/ reviewed by:</b>	Linda Hill
<b>Job Family</b>	Secretary / Administration
<b>Review date:</b>	25/05/2019
<b>Approved date</b>	28/05/2021
<b>ID No</b>	00/008/19

## PERSON SPECIFICATION

Title	Secretary to Care Services Management	Grade	5
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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>• Secretarial Qualification</li> </ul>	E	AF
	<ul style="list-style-type: none"> <li>• Business Administration level 2 or higher Qualification or equivalent;</li> </ul>	E	AF
	<ul style="list-style-type: none"> <li>• Ability to use shorthand or speed writing;</li> </ul>	D	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 being a secretary or personal assistant within a busy environment, with excellent administration skills and ability to work in confidence;</li> </ul>	E	AF/I
	<ul style="list-style-type: none"> <li>• Excellent and professional communication and interpersonal skills, both verbally and in writing with an ability to tailor communication to appropriate audiences;</li> </ul>	E	AF/I
	<ul style="list-style-type: none"> <li>• Extensive 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>Experienced note and minute taker and support in driving forward actions as required;</li> <li>Experience of budget control and making financial decisions, in the absence of management;</li> <li>Excellent analytical and problem-solving abilities and report writing;</li> <li>Manipulating and analysing data and presenting it as accessible workforce information.</li> </ul>	E	AF/I
<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 and ability to multitask with excellent organisational skills;</li> <li>Able to demonstrate the ability to be accurate, thorough and compliant in your work with great attention to detail;</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>Experience of timesheet inputting with attention to detail;</li> </ul>	E	AF/I/P
		E	AF/I
		E	AF//I/P
		E	AF/I/T
		E	AF/I/P
		E	AF/I
		E	AF/I/T
		E	AF/I
		E	AF/I
		D	AF/I/P
		E	AF/I

	<ul style="list-style-type: none"> <li>Supporting families and professionals caring for disabled and terminally ill children;</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>	E	AF/I
		E	AF/I
		E	AF/I
<b>Personal qualities</b>	<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> <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/T
		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

**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.**