

## Role profile description

<b>Date</b>	August 2020
<b>Family</b>	Administration Support
<b>Role profile level number</b>	30A
<b>Purpose</b>	
To organise resources and provide information and support to internal and external customers (which include staff, management and any other relevant stakeholder).	
<b>Role accountability</b>	<b>End result</b>
<b>Planning and preparation</b>	
Plan and organise own work and co-ordinate with other team members. May be responsible for regularly allocating work, advising and/or instructing others.	<ul style="list-style-type: none"> <li>Allocated work completed on time to standards and quality</li> <li>Timely response to issues arising</li> <li>Efficient use of resource</li> </ul>
May schedule meetings and events and organise diaries for senior colleague(s).	<ul style="list-style-type: none"> <li>Efficient use of time and resource</li> <li>Support senior colleagues and management</li> </ul>
<b>Information</b>	
Prepare and provide management information and reports.	<ul style="list-style-type: none"> <li>Management decisions are informed</li> </ul>
Take meeting minutes for internal and external use.	<ul style="list-style-type: none"> <li>Accurate record of the meeting and actions agreed</li> </ul>
<b>Data</b>	
Input and interrogate complex systems and databases.	<ul style="list-style-type: none"> <li>Accurate and meaningful information/reports for customers and managers</li> </ul>

Supplies	
Manage stock levels and order necessary supplies.	<ul style="list-style-type: none"> <li>Equipment and materials are available to colleagues for service delivery</li> </ul>
Finance	
Monitor and reconcile financial transactions.	<ul style="list-style-type: none"> <li>Monies reach the correct destination in a timely manner</li> </ul>
Customers	
Respond to customer (which include staff, management and any external stakeholder as appropriate) enquiries.	<ul style="list-style-type: none"> <li>Customers are informed of situation and any action to take</li> <li>Provision of customer service to required standard</li> </ul>
May provide support during events.	<ul style="list-style-type: none"> <li>Events run smoothly</li> </ul>
Relationships and Partners	
Liaise with relevant stakeholders contacts (internal and external) regarding any relevant trust's operational issues.	<ul style="list-style-type: none"> <li>Provision of communication links enabling operational delivery</li> </ul>
Nature of contacts and relationship (who and the nature of the communications)	
<ul style="list-style-type: none"> <li>Supporting internal and external customers</li> <li>May involve direct contact with members of the public</li> <li>May involve allocating and co-ordinating work tasks to team</li> <li>May involve direct contact with service users</li> </ul>	
Working environment context (disruption, physical, disagreeable, health and safety aspects)	
<ul style="list-style-type: none"> <li>Office or public building based</li> </ul>	
Procedural context (creativity, discretion and impact)	
<ul style="list-style-type: none"> <li>Act within guidelines and standard procedure</li> <li>May include problem solving</li> </ul>	

### Planning requirement

- Weekly planning and setting own priorities in the short term

### Key facts and figure ranges (include likely size of any team managed)

- May allocate and co-ordinate work of team members (not supervision)
- No budget responsibility
- May involve stock and cash handling – monitoring use and highlighting shortages etc

### Skills, knowledge and qualifications

- NVQ Level 2
- Understanding of how to deal with customers to required standards of service
- Working knowledge of processes, procedures and systems Knowledge of service provided and service specific guidelines
- Knowledge of multiple services desirable
- Understanding to effectively investigate records and data to answer queries

### Equipment operated and essential skills

- Working knowledge of relevant software packages (e.g. Microsoft Word, Excel)
- Operation of office equipment

# Role profile specific behaviours

Introduction
<p>Our behaviours framework describes the actions we believe are at the heart of bringing our values to life at Together Trust. They explain how we should approach our behaviours at work. This is a generic framework designed to introduce the concept of behavioural competencies in a flexible format in the first instance. The behaviours are split into several levels to reflect the different expectations we should have of ourselves and colleagues whatever their role in the organisation.</p>
Positive: We take pride in celebrating the difference we make
<p><b>Purpose:</b> Taking a positive approach which delivers high quality people focused service</p>
<ul style="list-style-type: none"><li>• I communicate clearly and effectively, setting clear expectations</li><li>• I give timely, constructive feedback, and praise appropriately to encourage great performance in individuals and teams</li><li>• I celebrate team and individual successes</li><li>• I monitor and review performance in a timely, effective, and fair way</li></ul>
Professional: We act in a fair and respectable way that recognises our collective expertise
<p><b>Purpose:</b> Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all</p>
<ul style="list-style-type: none"><li>• I am honest where key stakeholders needs can't be met, and offer alternative solutions.</li><li>• I develop and amend service to meet the long-term requirements of key stakeholders</li><li>• I work effectively with my own and broader teams, understanding people's capabilities and ensuring the right people are involved in tasks.</li><li>• I ensure compliance with Trust procedures and values</li></ul>

<b>Passionate:</b> <b>We encourage creative ideas and inspire one another</b>
<b>Purpose:</b> Being passionate about continuous improvement in the Trust; bringing new and imaginative ideas, taking calculated risks, and learning from experience
<ul style="list-style-type: none"> <li>• I encourage team review and sharing best practice to improve performance for my team and others</li> <li>• I question ways of working in a positive way, understanding the bigger picture, putting forward new ideas through the right channels and creatively solving problems</li> <li>• I explain positively why organisational changes need to be made and communicate expectations clearly</li> <li>• I am proactive and prepared to take positive action rather than reacting</li> </ul>
<b>Supportive:</b> <b>We are considerate and caring towards one another</b>
<b>Purpose:</b> Working in a supportive way with others in the pursuit of collective goals, and valuing diversity in the workplace.
<ul style="list-style-type: none"> <li>• I create a fair environment free from discrimination and abusive, aggressive or discriminatory behaviours.</li> <li>• I see the development of others as a key measure of my success, acting as a role model and sharing best practice with others</li> <li>• I challenge appropriately and speak up about any issues or concerns</li> <li>• I help people to make decisions for themselves</li> </ul>