

Role profile description

Date	August 2020
Family	Administration Support
Role profile level number	30A
Purpose	
To organise resources and provide information and support to internal and external customers (which include staff, management and any other relevant stakeholder).	
Role accountability	End result
Planning	
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"> • Allocated work completed on time to standards and quality • Timely response to issues arising • Efficient use of resource •
May schedule meetings and events and organise diaries for senior colleague(s).	<ul style="list-style-type: none"> • Efficient use of time and resource • Support senior colleagues and management
Information	
Prepare and provide management information and reports.	<ul style="list-style-type: none"> • Management decisions are informed
Take meeting minutes for internal and external use.	<ul style="list-style-type: none"> • Accurate record of the meeting and actions agreed

Data	
Input and interrogate complex systems and databases.	<ul style="list-style-type: none"> • Accurate and meaningful information/reports for customers and managers
Supplies	
Manage stock levels and order necessary supplies.	<ul style="list-style-type: none"> • Equipment and materials are available to colleagues for service delivery
Finance	
Monitor and reconcile financial transactions.	<ul style="list-style-type: none"> • Monies reach the correct destination in a timely manner
Customers	
Respond to customer (which include staff, management and any external stakeholder as appropriate) enquiries.	<ul style="list-style-type: none"> • Customers are informed of situation and any action to take • Provision of customer service to required standard
May provide support during events.	<ul style="list-style-type: none"> • Events run smoothly
Relationships and Partners	
Liaise with relevant stakeholders contacts (internal and external) regarding any relevant trust's operational issues.	<ul style="list-style-type: none"> • Provision of communication links enabling operational delivery

Nature of contacts and relationship (who and the nature of the communications)
<ul style="list-style-type: none"> • Supporting internal and external customers • May involve direct contact with members of the public • May involve allocating and co-ordinating work tasks to team • May involve direct contact with service users
Working environment context (disruption, physical, disagreeable, health and safety aspects)
<ul style="list-style-type: none"> • Office or public building based
Procedural context (creativity, discretion and impact)
<ul style="list-style-type: none"> • Act within guidelines and standard procedure • May include problem solving
Planning requirement
<ul style="list-style-type: none"> • Weekly planning and setting own priorities in the short term
Key facts and figure ranges (include likely size of any team managed)
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • Working knowledge of relevant software packages (e.g. Microsoft Word, Excel) • Operation of office equipment

Role profile specific behaviours

Introduction

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.

Positive:

We take pride in celebrating the difference we make

Purpose:

Taking a positive approach which delivers high quality people focused service

- I am clear about my objectives and the standards required and continually strive to improve
- I ask for feedback and act on it to improve performance, learning from both my mistakes and successes.
- I consider the personal needs and requirements of the people I support
- I take into account the impact of my actions on others

Professional:

We act in a fair and respectable way that recognises our collective expertise

Purpose:

Taking a professional approach; building trust, working in partnership, and having a strong focus on delivering the best outcomes for all

- I recognise my own limits and when I need to ask for help
- I try to be self-aware in my work, reflecting on what I do and my impact
- I offer support to my colleagues to help them succeed in what they do
- I take responsibility for completing my training and development activities

Passionate: We encourage creative ideas and inspire one another
Purpose: 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"> • I learn from my experience and other people to improve the way things are done • I share my knowledge and good practice and ideas with others • I look for new ways of doing things and consistently try to improve
Supportive: We are considerate and caring towards one another
Purpose: 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"> • I try to see things from other people's viewpoint and share my views sensitively to build effective working relationships • I treat people with dignity and respect and accept their individuality • I deal sensitively and appropriately with challenging behaviours • I have the courage to challenge any inappropriate behaviour