**DEAFNESS SUPPORT NETWORK**

**JOB DESCRIPTION**

**Job Title:** Front of House Administrator

**Responsible to:** Management Support Officer

**Location:** **Macclesfield**

**Competency Level:** Operational

**Workplace Values:** The post holder will be expected to operate in line with our workplace values which are PRIDE:

**PERSONAL**: We always start with the person in developing people-centred services.

**RESPECT**: We respect people’s individual needs, and treat everyone fairly and with respect.

**INCLUSION**: We promote and celebrate the culture, talents, aspirations and achievements of all D/deaf people.

**DETERMINATION**: We are committed to delivering a better world for D/deaf people.

**EXCELLENCE**: We strive to provide high quality innovative services and be a great employer and communicator.

**Main Purpose:** To provide an efficient and professional front of house service and general administrative support for the organisation and related parties.

**Key Elements:** To ensure the daily smooth running of the premises, with access for clients.

**Specific Tasks:**

1. **Daily/Weekly/Monthly tasks:**

* Ensure all relevant client information is accurately recorded on the database
* Ensure all relevant social care documents are filed in an accurate and timely manner
* Ensure full and accurate recording of all correspondence with external contacts
* Support the Social Care Service and other services of the organisation in relation to allocating referrals, monitoring incoming correspondence & arranging appointments
* Collate information weekly from client referrals (open/closed) to enable Social Care reports to be produced by the Operations Team Leader.
* Monitor the DSN inbox daily to ensure correspondence is passed to the relevant department
* Monitor and order stationery as necessary.
* Be responsible for safe keeping of petty cash, balancing the float and replenishing as necessary.
* Ensure incoming mail, both internal and external, is distributed appropriately and respond to any routine correspondence as necessary.
* Assist members of the Deaf Club as and when necessary.
* Facilitate daily communication between SUs & Staff by monitoring TxtLocal, ensuring all correspondence is added to Charity Log/Upshot as appropriate.
* Be responsible for the purchasing of Technical Equipment as requested by the Technical Officers for Technical Services.

2. **Greeting visitors / callers and maintaining a professional image**:

* Communicate with the client group and professionals on the telephone/text phone/email in a professional manner as the first point of contact.
* Ensure that visitors to the building are greeted and directed appropriately.
* Ensure that visitors and staff sign in and out of the building & are aware of health & safety arrangements.
* Ensure notice boards, leaflets and displays are kept up to date & not excessive.
* Open the building in a morning and secure the building in an evening.
* Advise members of the public on DSN’s services.
* Ensure any clients being referred into a service are provided with information on DSN’s Privacy Notice (Clients) & that consent is given to hold their personal information on Charitylog/Upshot.

3. **Ensure the efficient management of the building:**

* With the support of the Operations Manager be responsible for the day-to-day running and maintenance of the building.
* Be responsible for ensuring that the physical, structural and environmental surroundings are viewed positively by the users (clients and staff) of the building – clear desk policy.
* Ensure the building is clean, tidy and well maintained at all times.
* Co-ordinate any maintenance and repairs as necessary.
* Liaise with the Building Maintenance to ensure any maintenance issues are addressed.
* Manage the booking of interview and meeting rooms, and liaise with outside agencies, ensuring Terms & Conditions, Fire Safety Information & Booking Forms are provided. Trackers should be regularly updated with details of room bookings to support Finance with invoicing.
* Liaise with the Cleaner as and when required.
* Manage the distribution of keys to the building/offices & updating the key log on FOH folders.

4. **Maintaining the Health and Safety of the building:**

* Perform weekly tests of fire and panic alarms.
* Perform monthly tests of the emergency lighting.
* Perform monthly tests of the pull cord panic alarms in the disabled toilets.
* Conduct 6 monthly fire & panic drills.
* Be the nominated First Aider and Fire Marshal for the building.
* Ensure the first aid kit is kept fully stocked.
* Ensure all accidents, incidents and near-misses are recorded and reported as appropriate.
* Conduct annual risk assessments of the building (Building & Fire).
* Conduct quarterly health & safety audits & send a copy to the MSO.
* Ensure that all systems (fire alarm, lift, electrics, fire extinguishers etc) are maintained and inspected on a regular basis, as well as scheduled in for regular servicing, with support from Building Maintenance.
* Ensure that the online Health and Safety folders are maintained& that all records kept are accurate and up to date.
1. **Systems**
* Ensure that all reporting deadlines set via the contracts are met, through regular communication with Operations Team Leader & Systems Administrator.
* Be responsible for daily inputting of DSN’s databases (Charitylog & Upashot).
* Ensure correct information is recorded on all referrals and allocated.
* Ensure DSN’s Database is immediately updated with contact from any service user.
* Ensure your knowledge and skill level is maintained to the highest standard.
* Be responsible for the collation and completion of all Health & Safety monitoring data as required.
1. **Positive Hearing**
* Book audiology appointments for clients of Positive Hearing Ltd & provide appropriate consent/health information forms for completion
* Scan any paperwork relating to clients onto Charitylog & update referral status as necessary
* Produce weekly Z Report & Sales Report from the PH till & send a copy to Finance
* Complete weekly banking of all money held in the till at the end of each week.
1. **General**
* Communicate in British Sign Language (minimum level 2), or an appropriate manner, with staff and clients relevant to their choices and needs.
* Comply with the organisations Policies and Procedures.
* Carry out any other duty reasonably be requested by Management.
* Attend staff meetings and training days.

**NOTWITHSTANDING** the detail in this job description, in accordance with the organisations flexibility policy, the job holder will from time-to-time undertake such work as may be determined by the Chief Executive or Executives consistent with the key tasks of the job.

**Person Specification**

**Job Title:** Front of House Administrator

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|  | Criteria | **E/D** | **A** | **I** | **T** |
| **Qualifications** | A pass at GCSE grade C or above in English and Maths, or ability to demonstrate equivalent knowledge | E | [x]  | [ ]  | [ ]  |
|  | Commitment to achieve British Sign Language Level 2 within a specified timescale | E | [x]  | [x]  | [ ]  |
|  | Business administration qualification, NVQ Level 2 Administration or equivalent | D | [x]  | [ ]  | [ ]  |
|  | ECDL or equivalent IT qualification | D | [x]  | [x]  | [ ]  |
|  | British Sign Language Level 1 or above , or ability to demonstrate equivalent knowledge. | D | [x]  | [x]  | [ ]  |
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| **Experience** **& Knowledge** | Proficient in MS Office packages, web based applications and social accounting sites | E | [x]  | [ ]  | [ ]  |
|  | Previous administration experience in a similar role. | E | [x]  | [ ]  | [ ]  |
|  | Good typing skills | E | [x]  | [ ]  | [ ]  |
|  | Experience of dealing with the public and handling general enquiries | E | [x]  | [ ]  | [ ]  |
|  | Good standard of written English, with good spelling and grammar | E | [x]  | [ ]  | [ ]  |
|  | Experience of dealing with Health and Safety issues, risk assessments etc. | D | [x]  | [x]  | [ ]  |
|  | Previous experience in a sales/retail role | D | [x]  | [x]  | [ ]  |
|  | Understanding of the Data Protection Act & Safeguarding Procedures | D | [x]  | [x]  | [x]  |
|  | First Aid and Fire Marshal experience | D | [x]  | [x]  | [ ]  |
|  | Key holder experience | D | [x]  | [x]  | [ ]  |
|  | Experience of organising meetings and producing minutes | D | [x]  | [x]  | [ ]  |
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| **Skills& Abilities** | Excellent communication skills, both written and face-to-face | E | [x]  | [x]  | [x]  |
|  | Ability to work as part of a team | E | [x]  | [x]  | [ ]  |
|  | Ability to work on own initiative | E | [x]  | [ ]  | [ ]  |
|  | Ability to prioritise and manage a fluctuating workload | D | [x]  | [x]  | [ ]  |
|  | Knowledge and understanding of D/deaf issues | D | [x]  | [x]  | [ ]  |
|  | Ability to make and receive telephone calls in a professional manner | E | [x]  | [ ]  | [ ]  |
|  | Attention to detail and ability to produce accurate work | E | [x]  | [x]  | [ ]  |
|  | Positive attitude and commitment to providing a good service | E | [x]  | [x]  | [ ]  |
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| **Other** | Ability to work at different locations when required. | E | [x]  | [x]  | [ ]  |
|  | Full driving licence and own transport | E | [x]  | [x]  | [ ]  |

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| **Values & Behaviours**Ability to demonstrate, understanding and apply our workplace values. These are embedded in all roles and applicants must evidence their attitudes/behaviours as part of the application process.  | Positive attitude with good communication skills – good eye contact and clear lip pattern. Reliable and punctual.  | E | [x]  | [x]  | [ ]  |
| - **P**eople- **R**espect- **I**nclusion**- D**etermination- **E**xcellence | E | [x]  | [x]  | [ ]  |

**KEY:** **E** = Essential Criteria

**D** = Desirable Criteria

**A** = Application Form

**I** = Interview

**T** = Testing (Psychometric and/or Occupational)

All short-listed candidates should meet all of the essential criteria identified as being assessed “A”

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| **Mandatory Training** | **Date Started** | **Date Completed** |
| **BSL Level 1** |   |   |
| **BSL Level 2** |   |   |
| **Safeguarding** |   |   |
| **Equality & Diversity** |   |   |
| **SU Database** |   |   |
| **WebXchange** |   |   |
| **Deaf Awareness** |  |  |
| **Dementia Awareness**  |  |  |
| **1st Aid** |  |  |
| **Fire Marshall** |  |  |

**Role Competencies**

**WORK RELATED**

**Planning and Delivery of Work**

**Plans and organises work to meet individual, team and departmental objectives whilst achieving quality and value for money.**

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| **Level** |
| **Operational** | **Displays a practical understanding of effective behaviours for this competency & demonstrates impact by providing advice & guidance to others.** *E.g. Asks questions to clarify expectations, keeps relevant colleagues informed of progress against activities, prioritises work to meet deadlines & ensures own training is kept up to date to allow safe & effective service delivery.* |

**Analysis and use of information**

**Assesses and interprets information in order to identify issues or problems**

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| **Level** |
| **Operational** | **Displays a practical understanding of effective behaviours for this competency & demonstrates impact by providing advice & guidance to others.** *E.g. Follows guidelines to identify issues, attentive to detail, able to gather & summarise data, interprets basic written information, works confidently with data before making decisions.* |

**Decision making**

**Considers the information that is available, identifies options and makes timely decisions**

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| **Level** |
| **Operational** | **Displays a practical understanding of effective behaviours for this competency & demonstrates impact by providing advice & guidance to others.** *E.g. Willing & confident to take decisions in the role within policy guidelines, gathers information from appropriate sources to make routine decisions, tailors own work practices, assesses the impact of decisions.*  |

**PEOPLE RELATED**

**Working with others**

**Takes responsibility to build and maintain positive relationships and value the opinion of others**

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| **Level** |
| **Operational** | **Displays a practical understanding of effective behaviours for this competency & demonstrates impact by providing advice & guidance to others.** *E.g. Engages effectively with partners/stakeholders to better understand their requirements and develop appropriate solutions/improvements, proactive in building a rapport with a diverse range of people, knows who their customers are and their requirements, knows the impact of own behaviour on others treating everyone with respect & is open to different views/opinions.* |

**Communicating with others**

**Vary the way they communicate ideas and information ensuring their message is understood**

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| **Level** |
| **Operational** | **Displays a practical understanding of effective behaviours for this competency & demonstrates impact by providing advice & guidance to others.** *E.g. Actively listens to people, Speaks/signs clearly and concisely, Considers audience, structure and meaning when producing written communications.* |

**Influencing**

**Positively influences others, creating acceptance and support for ideas**

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| **Level** |
| **Operational** | **Displays a practical understanding of effective behaviours for this competency & demonstrates impact by providing advice & guidance to others.** *E.g. Remains constructive when disagreeing or challenging, Gives and receives constructive feedback, Expresses a difference of opinion in a controlled manner & supports team members working on the same or related work objectives.* |

**ORGANISATIONAL RELATED**

**Organisation awareness**

**Understands how their job contributes and delivers DSN goals in accordance with DSN values**

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| **Level** |
| **Operational** | **Displays a practical understanding of effective behaviours for this competency & demonstrates impact by providing advice & guidance to others.** *E.g. Engages effectively with appropriate colleagues/experts and provides them with routine and/or exceptional information, Can describe DSN core values and development goals, Takes responsibility for completing the job at hand & complies with the rules and regulations of their job.* |

**Managing change**

**Supports opportunities for positive change and actively looks for ways to improve what they do**

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| **Level** |
| **Operational** | **Displays a practical understanding of effective behaviours for this competency & demonstrates impact by providing advice & guidance to others.** *E.g. Willing to learn new things, Listens and responds to constructive feedback, Supports colleagues in understanding change, Participates in change initiatives & is open to new ways of working.* |

**Continual improvement**

**Continually looks to improve their skills, knowledge and the way they work**

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| **Level** |
| **Operational** | **Displays a practical understanding of effective behaviours for this competency & demonstrates impact by providing advice & guidance to others.** *E.g. Manages own development and performance, freely shares knowledge and findings with others, Responds positively to feedback from others, identifies mistakes & takes constructive action to ensure lessons are learned.* |