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| **JOB DESCRIPTION** | |
| **JOB TITLE:** | Front of House Administrator - Supported Living |
| **SALARY:** | £20,836 |
| **LOCATION:** | Northwich |
| **REPORTING TO:** | Senior Officer on duty |
| **LINE REPORTS:** | None |
| **ROLE PURPOSE:** | The role will provide general administrative support in the daily smooth running of the Front of House office of DSN’s Supported Living services. The role will work closely with the Senior Officer(s) on duty to deliver the expected level of service to tenants, DSN staff, and external agencies/visitors. |

**ROLE SPECIFIC RESPONSIBILITIES**

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|  | **KEY RESPONSIBILITIES** | **KEY ACTIONS**  **These set out how the Key Responsibilities will be achieved** |
| **1** | **Front of House** | Deliver Front of House duties at Stepping Stones, maintaining a professional image as first point of contact when greeting visitors, answering the telephone, and monitoring CCTV. |
| Ensure that staff and visitors to the building are greeted and sign in and out of the building & are aware of health & safety arrangements. |
| Ensure full and accurate recording of all communication and correspondence with external contacts. |
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| **2** | **Administration** | Manage tenant appointment schedules with GPs, social workers, hospital, and other external agencies and ensure correct information is recorded on all referrals and appointments including appropriate consent/health information forms. |
| 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. |
| Manage contractor visits making sure that the Senior on duty and relevant staff members are fully informed of what jobs are booked in. |
| Checking stock and raising orders for PPE, stationery, First Aid boxe, using Approval Max purchase system. |
| Ensure mail, both internal and external, is distributed appropriately and respond to any routine correspondence as necessary. |
| Ensure notice boards, leaflets and displays are kept up to date. |
| Daily data entry and scanning of relevant information into DSN’s databases (Charitylog, Upshot, and Quality Compliance Systems (QCS)) |
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| **3** | **Health & Safety** | 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 |
| Ensure the first aid kit is kept fully stocked |
| Ensure all accidents, incidents and near-misses are recorded and reported as appropriate |
| 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. |
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| **4** | **General Duties** | Promote equality of opportunity and inclusive practice in all aspects of work undertaken. |
| Act in a manner that safeguards children and/or vulnerable adults as applicable to the role. |
| Carry out any other duty which may be requested by your Line Manager and commensurate with the grade and nature of the role. |
| Deal with all customer contact professionally, in line with the organisation’s policies and procedures. |
| Attend staff meetings and training days. |
| Comply with DSN’s policies and procedures. |
| After adequate training, communicate in sign language, or an appropriate manner, with staff and clients relevant to their choices and needs. |

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

**July 2022**

**PERSON SPECIFICATION**

**Department:** Supported Living **Job Title:** Front of House Administrator- Supported Living

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|  | **Criteria** | **Essential (E) / Desirable (D)** | **Application** | **Interview** | **Test** |
| **Qualifications**  - Vocational  - Professional  - Academic | GCSE in English and Maths (grade C or 5), or ability to demonstrate equivalent knowledge. | E |  |  |  |
| Business administration qualification, NVQ Level 2 Administration or equivalent. | D |  |  |  |
| British Sign Language Level 1 or above, or ability to demonstrate equivalent knowledge. | D |  |  |  |
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| **Experience**  **& Knowledge** | Previous administration experience in a similar role dealing with the public and handling general enquiries in a professional manner. | E |  |  |  |
| Good standard of written English, with good spelling and grammar and proficiency in MS Office packages. | E |  |  |  |
| Experience of basic health and safety regulations | D |  |  |  |
| Understanding of data protection issues & the need to deal with staff/ service users sensitively, maintaining confidentiality. | D |  |  |  |
| First Aid and Fire Marshal experience. | D |  |  |  |
| Key holder experience. | D |  |  |  |
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| **Skills**  **& Abilities** | Excellent communication skills. | E |  |  |  |
| Ability to work as part of a team and demonstrating and applying DSN’s workplace values. | E |  |  |  |
| Ability to work on own initiative and to prioritise and manage a fluctuating workload. | E |  |  |  |
| Attention to detail and ability to produce accurate work. | E |  |  |  |
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| **Personal Qualities** | Role model professionalism, determination & resilience, a growth mindset, and passion for the work and our organisational values | E |  |  |  |
| Be willing to go the extra mile. Be proactive and constantly seeking ways to do things better | E |  |  |  |
| Be innovative & results-oriented. | E |  |  |  |
| Positive attitude with good communication skills - good eye contact and clear lip pattern. | E |  |  |  |
| Reliable and punctual. | E |  |  |  |
| Commitment to achieve British Sign Language Level 2 within a specified timescale. | E |  |  |  |