**CYGNET HEALTH CARE**

**JOB DESCRIPTION**

**JOB DETAILS:**

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| **Job Title** | Central Safeguarding Administrator |
| **Salary** | £25,000 pro rata |
| **Directorate** | Nursing |
| **Department** | Central Safeguarding Team |
| **Base** | Millbank |

**ORGANISATIONAL ARRANGEMENTS:**

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| **Managerially Accountable to:** | Head of Safeguarding |
| **Reports to: Name Line Manager** | Head of Safeguarding |
| **Professionally Responsible to:** | Head of Safeguarding |

**Job Summary/Job Purpose:**

To provide comprehensive administrative support to the Central Safeguarding team. This includes; providing administrative support, arranging meetings, coordinating information, preparation of agendas, minute taking, data entry and regular routine audits.

The post holder is required to communicate and liaise with staff and members of partner organisations, produce work to deadlines whilst ensuring compliance with organisational policies. This is a key supporting role in the effective running of the team, which includes the management of resources as part of the core duties.

# Responsibilities and Duties

The duties and responsibilities listed below are not intended to be exhaustive, but are set out to indicate the main areas of activity currently expected. The post-holder will, therefore, be expected to adopt a flexible approach when the needs of the service require.

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| * To provide a comprehensive, professional and confidential secretarial service to the Central Safeguarding Team using organisational ability in terms of administrative systems. * To act as a channel for effective communication between the Central Safeguarding Team, the Central Nursing Team, colleagues within the organisation, and other external partners/ agencies. * To organise and coordinate meetings for members of the Safeguarding team including liaison with other departments/agencies * To provide effective communication demonstrating confidentiality when dealing with the team and outside agencies * Support the Safeguarding team in implementing projects across the organisation. * Provide a diary management service with the ability to resolve conflicting diary appointments and schedules. * Make judgements involving straightforward job-related facts or situations, such as choosing and booking appropriate venues based on requirements and in line with agreed policies and procedures, conflicting diary appointments and schedules. * Organise and support the planning of meetings, events and conferences; including booking venues and taking formal minutes, arranging equipment, preparing papers/documentation, registering delegates and arranging refreshments. * Organise and process hotel and travel arrangements on request. * Prioritise own work and complete work to agreed deadlines. * Provide support to business and project processes. * Provide support to staff within the team/office. * Manage own workload and activities, including emails and video calls. * Collate and process data. * Carry out other administrative tasks that fall within the competencies of the post holder in order to provide cover. Prepare and distribute documents and papers as required. * Advanced keyboard skills and knowledge of telephony systems and general office equipment. * The post holder may have contact with service users and will be expected to signpost/direct to the appropriate person/department. * The post holder will facilitate bookings on behalf of staff as needed. * Follow policies and procedures in own role which are determined by systems within the team and the organisations corporate systems. * Contribute and assist with the development of new systems and processes as part of the development of quality standards within the team. * Required to prioritise their work and to work on their own initiative, managing own workload and deadlines, seeking advice as necessary. * Guided by standard procedures, good practice and understands the standards and results that are to be achieved. * Provide support to the provision of Safeguarding training across the organisation, including the recording of attendance and evaluations using appropriate databases. |

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| **Communication**   * Provide information orally, in writing and electronically to inform clients, work colleagues, and external partner organisations. * Ensure effective communication between team members providing information and advice in a timely manner. * Provide an effective and professional service when liaising with colleagues, stakeholders and the public. * Direct telephone calls appropriately and relay messages accurately and in a timely fashion (calls may be confidential and sensitive and be from a range of internal/external individuals and organisations). * Setting up, managing and maintaining filing systems, ensuring that information is appropriately and securely stored, filed and retrievable whilst adhering to information governance guidelines to protect personal information. * Deal with personal emails and take action on delegated emails at managers’ request and supervision. * Contribute to team meetings. |

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| **Education and Training/Staff Management**   * Provide support to the management of personnel procedures, including the recording of annual leave, study leave requests and high cost study requests. * Recording of authorised special leave/sickness absence as requested. * Participate in self-development to continually improve performance and undertake development activities that are identified. * Provide support to the induction process. * Support in the training of new staff on systems and procedures within the department. * Collate pay card information for authorisation. |

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| **Information Resources**   * Responsible for the entry and storage of data compiled by others (electronic and hard copies) * Use a variety of IT applications to promote the smooth running of the department and projects * Take and transcribe formal minutes of meetings * Ensure security of records in line with the Data Protection Act * Ensure compliance with information governance policies and procedures * Setting up, managing and maintaining office systems, including paper and electronic files, ensuring that information is appropriately and securely stored, filed and retrievable. |
| **Finance**   * Process requisitions for the team in accordance with the organisations finance policies and procedures. * Process petty cash requests following organisational procedures. * Process orders of resources and supplies via the procurement systems. * Assist in the maintenance of materials and equipment stock. * Provide budget monitoring support, including recharging and processing of invoices. * Support the coordination and dissemination of resources. |
| **Research and Development**   * Administration support to those undertaking research, such as requesting information. * Participate in the preparation and administration of audit information for own work. * Involvement in the arranging and recording of equipment required to be tested. |
| **Effort & Environmental Factors**  **Physical Effort**   * Required to use a computer and office equipment on a daily basis. * There is a frequent requirement for sitting and standing in a restricted position and may be required to exert light physical effort for short periods of time i.e. resource equipment etc. * Ability to move equipment and resources in line with organisations Manual Handling Policy.     **Mental effort**   * Required to concentrate for frequent periods of time where work pattern is predictable, with the ability to deal with unforeseen interruption.     **Emotional Effort**   * Frequent indirect exposure to distressing or emotional circumstances. * The post holder may be required to travel to meetings. * Required to use Visual Display Unit on most days. * Required to use Telephone headset on most days. |

**Person Specification**

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| **ATTRIBUTES** | **ESSENTIAL** | **DESIRABLE** | **METHOD OF ASSESSMENT** |
| **Qualifications** | Educated to Vocational Level 3 in a relevant subject or able to demonstrate the equivalent level of knowledge, skills and experience | ECDL | Application Form  Certificates/  Registration Check |
| **Experience** | Demonstrate experience in an administrative role    Experience of communicating with all levels of professional staff and the public    Experience of dealing with confidentiality, sensitive data, appropriate maintenance and storage of records    Experience of transcribing and minute taking    Working experience of Microsoft Office Suite | Administering finance systems, e.g. requisitions, budget  monitoring    Working in an healthcare environment | Application form  Interview  References |
| **Knowledge and**  **Skills** | Good knowledge of MS Office Suite and Excel  Awareness of policies and procedures relating to dealing with confidential data, both personal and organisational    Thorough understanding of office procedures    Working knowledge of filing/data systems including record management    Ability to work on own initiative and manage own workload    Able to manage diaries  Advanced keyboard skills    Good written and verbal communication skills    Good organisational skills  Ability to work within a team and to take direction from senior team members    Problem solving and fact finding |  | Application form  Interview  References |
| **Other requirements** | Ability to work to deadlines and under pressure    Able to work within a team    Ability to work on own initiative    Good time management    Respect confidentiality    Keen to learn and develop skills | Ability to carry  resources    Continued Personal  Development | Application form  Interview  References |