



WILLCOB CARE LTD
Your care - our top priority

JOB DESCRIPTION

DCA/HR Administrator

Vacancy REF: WCCLTD001/003

SALARY: £9,984 per annum

SERVICE TYPE: Children and Adult Social Care

SHIFT PATTERN: 3 days a week

REPORTS TO: Service Manager

Key Activities

To work as part of a team of staff to:

- As first point of contact within the service, ensure that telephone calls from service users, outside agencies and Willcob Care staff are dealt with promptly and courteously, transferring calls to appropriate personnel when necessary.
- Processing of correspondence / data entry as required.
- To become familiar and competent with Willcob Care database systems
- Supporting Service Manager with collation of data for quarterly and annual reporting
- Minute taking at team meetings.
- Maintaining and recording statistics of service users.
- Maintaining and assisting with the setting up of a general filing system within office.
- Monitoring and ordering office stationery/requirements.
- Maintaining and balancing the petty cash.
- Photocopying as required.
- Ensure that admin, record-keeping and communication within Willcob Care are maintained to a high standard.

General Terms of Reference

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in appraisal, training and supervision processes.



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- Keep abreast of developments in services, legislation and practice relevant to the relevant client group.
- Ensure the implementation of all Willcob Care policies.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the grade of the post
- Cooperate with the implementation, evaluation, orientation and induction of all new employees
- Assist individual staff to develop in their role and level of compliance with agreed standards
- Support the implementation of Willcob Care's policies and procedures
- Support the effective resolution of team conflicts
- Support a work atmosphere which promotes a high quality of work life
- Support and maintain a culture of performance and excellence

Team Work

- To participate in staff meetings, contributing ideas and sharing responsibilities, for example note taking and chairing meetings etc.
- To contribute to the development of the service pursuing specific areas of interest according to the needs of service users and the service.
- To support colleagues in difficult or potentially difficult situations in the workplace.
- To cover colleagues, working in all areas of the service, responding to situations flexibly.

General

- To work flexibly as part of the team hours may vary, weekend and evening work may be a requirement. Overtime may be required
- To handle petty cash in accordance with Willcob Care's petty cash policies and procedures.
- Ensure the smooth running of the centres so the timetable is carried out consistently
- To assist and support visitors and volunteers to have a positive experience during their time at the workplace.
- To undertake other duties commensurate to the grade of the post.

Additional:

- To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
- To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.



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- To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and Applicant.
- The Applicant is expected to be committed Willcob Care core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties.
- Ensure all the services within the area(s) of responsibility are provided in accordance with the Willcob Care's commitment to high quality service provision to users.
- Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation, protecting the confidentiality of personal information and ensuring information is only disclosed to those who have a right or need to know.
- Carry out duties and responsibilities in accordance with Willcob Care's Health and Safety Policy and relevant Health and Safety legislation and report health and safety concerns to the designated officer.
- At all times carrying out responsibilities/duties within the framework of Willcob Care's Dignity for all Policy. (Equal Opportunities Policy).

Applicant Declaration

Name:.....

Signed:.....**Date:**.....



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PERSON SPECIFICATION

The person specification is a picture of skills, knowledge and experience required to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post. You should demonstrate on your application form how you meet the following essential criteria

Essential criteria:

- Minimum of 1 year administrative experience
- Knowledge of general office procedures.
- IT literacy including proficiency in MS Office package and data entry.
- Excellent and effective communication skills, verbally and in writing.
- Good interpersonal skills and a willingness to work flexibly as part of a team.
- The ability to respond to appropriate requests for assistance, maintaining confidentiality whenever necessary.
- Solid numeric skills.
- Good organisational skills

And the ability to:

- Respond flexibly to the demands of the post.
- Work as a member of a team.
- Show a capacity to work alone and the ability to keep calm under pressure.
- Understand and have a commitment to the principles of equal opportunity and diversity.
- Employ a mature, empathetic and non-judgmental attitude towards service users.
- Show commitment to facilitating positive outcomes for service users

Desirable criteria:

- Previous HR and DCA administrative experience
- Qualification in IT/office administration

This post is subject to a Disclosure and Barring Service check

Amendments:

This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.