Role profile description

Date	August 2020
Family	Administration Support
Role profile level number	20
Purpose	
To deliver administrative and general office services.	
Role accountability	**End result**
Information	
Enter data, checking for accuracy and logic and flagging up potential errors.	• Ensure accurate and complete records and information for effective processing
Conduct routine interrogation of systems/databases to answer queries.	• Provide accurate and meaningful information to customers including managers
Locate and deliver documents and information.	• Accurate and complete letters and reports
Create and format routine documents.	• Provision of accurate and complete letters and reports
Take meeting notes.	• Accurate record of the meeting and actions agreed
Finance	
Receive and record financial transactions.	• Efficient payments and receipt of income for the Trust

	• Secure holding of cash according to procedure
Supplies	
Check stock levels and request necessary supplies.	• Equipment and materials are available to colleagues for service delivery
Customers	
Respond to customer queries including providing standard written responses.	• Provision of relevant and accurate information • Provision of customer service to required standard
Carry out reception and public counter duties including face-to-face and telephone contact with customers; take bookings.	• Customers are informed of situation and next steps • Provision of customer service to required standard • Accurate bookings are taken
Nature of contacts and relationship (who and the nature of the communications)	
• Typically involves supporting internal customers • May involve direct contact with external customers, partners, and members of the public • May involve direct contact with service users	
Working environment context (disruption, physical, disagreeable, health and safety aspects)	
• Office or public building based • May involve moving equipment and trolleys and working in storage facilities	
Procedural context (creativity, discretion and impact)	
• Act within guidelines and standard procedure • May include cash transactions	

Planning requirement

- Organising own workload on a daily basis

Key facts and figure ranges (include likely size of any team managed)

- No people management or budget involvement

Skills, knowledge and qualifications

- NVQ Level 1
- Understanding of how to deal with customers to required standards of service
- Understanding of relevant processes and systems
- Knowledge of service provided in own area

Equipment operated and essential skills

- Operation of office and public counter equipment (e.g., fax, photocopier and scanner)
- Ability quickly and accurately to input data
- Working knowledge of relevant software packages (e.g. Microsoft Word, Excel)

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
• 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.
• 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