

# OUTLOOK CARE

## Outlook Care (OLC) Administrator

<b>Role title</b>	<b>Outlook Care Administrator – Maternity Cover</b>
<b>Location</b>	<b>Foxburrow Grange Nursing Home, Colchester</b>
<b>Reporting to</b>	<b>Corporate Services Manager &amp; Quality Analyst</b>
<b>Responsible for</b>	<b>No line-management responsibility</b>
	<b>Full time hours 37.5 per week</b>

<p><b>Role purpose</b> Providing effective and efficient administration support across Outlook Care and undertaking delegated responsibilities to ensure that a timely, efficient and accurate service is provided to all customers and staff at all levels of the organisation in accordance with Outlook Care’s vision and values.</p>
<p><b>Key Outcomes</b></p> <p><b>General</b></p> <ul style="list-style-type: none"><li>• Provide an administration and support service that meets the needs of customers across the organisation</li><li>• Provide a comprehensive switchboard service for Outlook Care (OLC) - Monday to Friday with core hours of 9am to 3pm</li><li>• Keep updated and maintain all relevant company databases and information</li><li>• Ensure compliance with company policies and procedures</li><li>• Provide a professional and supportive service to all our internal and external customers</li><li>• Provide statistics and reports as requested</li><li>• Develop and maintain good relationships with external parties as required</li><li>• Provide basic advice as required with reference to OLC procedures and if not resolvable escalate/direct to the relevant specialist/team</li><li>• Taking notes and minutes as necessary</li><li>• Booking meetings and rooms with some diary management</li><li>• Undertake research for projects as required</li><li>• Researching equipment or services that provide best value</li><li>• Maintain team notes on our task processes and activities</li><li>• Work alongside the Quality &amp; Governance Analyst/Corporate Services Managers &amp; Quality Analyst to provide a seamless support service to our internal/external customers</li><li>• Document support, if required, including maintenance of Quality Management System (QMS), Shared Document Area (SDA) and corporate documents register</li><li>• Review, action and manage generic OLC email inboxes</li><li>• Provide support to the Corporate Services Manager &amp; Quality Analyst as and when required</li><li>• Support with telephony requirements and troubleshooting of landline/mobile failures or issues</li><li>• Provide admin support if required for the preparation of tenders</li><li>• Support smooth transfer of On Call services</li></ul>

- Action/support all relevant printing, including signage or printed stationery
- Manage all post requirements including distribution of post to the correct recipient
- Ensuring mail or equipment is shipped by the most efficient/best value service
- Support with mail merges or mail shots required by OLC
- Supporting with the issue or return of office equipment for new starters and leavers (including recording on staff benefits)
- Support Corporate Services (CS) teams as and when required/directed
- Ensuring any referral enquiries are shared with the relevant manager(s) and Head of Locality
- Supporting with the preparation of audits, reports and reviews
- Supporting CS & Locality Teams with archiving, confidential waste, stationery, equipment and any relevant admin needs
- Provide support with office admin equipment eg. Photocopiers
- Checking and approving invoices on A Approve
- Forward any GDPR/Data Protection requests to relevant person
- Provide support for company events and organisational activities

#### **Marketing, Social Media & Communications**

- Provide administration support with mailshots, mail merges and larger communication or marketing programmes as directed
- Posting pre-written content onto social media as required
- Create and print information for organisational events and activities.

#### **Technology Support**

- Support the process for new user IT accounts with external IT support company
- Support with the issue and return of company technology equipment (including updating staff benefits listed to employees)

#### **Quality & Governance**

- Support with any administration of the Complaints & Compliments process
- Support with any relevant customer or staff surveys
- Relevant admin support identified through implementation of Care & Compliance system

#### **Human Resources / L&D**

- Update Select HR/other OLC software with relevant information including daily training recording
- Prepare, order and send ID badges
- Support with document scanning or printing/sending correspondence
- Support with administration of reference checks or confirmation in post letters

<b>Person specification</b>	
<b>Experience, Qualifications and Specific Knowledge Required at Entry point.</b>	<p>Good general standard of education (to GCSE level) including Mathematics &amp; English or equivalent qualifications / experience.</p> <p>Significant related administration experience in a similar role.</p> <p>Fully computer literate with a good working knowledge of word processing, databases, spreadsheets and computerised systems with ability to manage and develop and review administration systems and processes.</p> <p>Ability to work with initiative within the boundaries of the role and can adapt well to changing work priorities. Is keen to ensure tasks are picked up and actioned and does not wait for work to be allocated.</p>
<b>Other role specific requirements</b>	<p>Ability to learn to use a number of different systems (with training and support).</p> <p>Excellent literacy and numeracy skills with ability to independently produce neat and accurate documentation.</p> <p>Ideally a car driver with vehicle available to use for work as there will be a requirement to visit services.</p> <p>Committed to continuing professional development.</p> <p>Understand and work within the boundaries of organisational policies and procedures</p> <p>Works consistently to meet our organisational vision and values</p>
<b>Core Competencies Required</b>	
<b>Communication</b>	<p>Communicates well with others, listening to their needs and conveying information verbally and in writing that is consistently clear and accurate whilst maintaining confidentiality of commercially sensitive and personally sensitive data and information at all times (in compliance with GDPR).</p> <p>Communicates effectively with colleagues at all levels of the organisation. Good telephone skills.</p>
	<p>Confident to communicate when there are issues or concerns with processes or workloads so they can be reviewed.</p>
<b>Working with others</b>	<p>Contributes to effective teamwork by building and developing trust, taking responsibility for own actions, being supportive and co-operative, showing an understanding of the principles of diversity.</p> <p>Has a positive influence on the behaviour of other members of the team, through demonstrating effective teamwork and involving others in decision-making. Provides a friendly, helpful service to staff and external contacts in a professional manner.</p> <p>Works flexibly, without supervision, with initiative and as part of a team.</p>

<b>Focussed on performance</b>	<p>Works to a high standard to meet organisational objectives, targets and priorities whilst offering guidance and support to others. Shows an awareness of own strengths and development needs and works towards meeting own training needs.</p> <p>Displays initiative within the boundaries of the role and is keen to innovate and explore new ways of working.</p> <p>Manages own workload, works under pressure and can multi-task a wide range of activities simultaneously to meet tight deadlines when required.</p>
<b>Resource Conscious</b>	<p>Is aware of resource implications of actions and manages own time and takes appropriate care of equipment, the environment, and stock levels and ensures that other members of the team do the same. Looks for best value when purchasing goods and/or services.</p>
<b>Service user and customer driven</b>	<p>Ensures that services meet the needs of the customer / service user. Prioritises needs, responds positively to make and implement improvements. Identifies where improvements are needed and looks for solutions.</p>
<b>Role specific Competencies Required</b>	
<b>Confidentiality</b>	<p>Undertakes work with awareness of need for sensitivity and confidentiality when required. (alongside GDPR requirements)</p>