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| **Role Title:** | Administrative Assistant |
| **Service:** | Brook Drive |
| **Reporting to:**  | **Administration Senior Practitioner** |
| **Number of Role Holders** | 1 |

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| **Overview**  |
| We are looking for someone to provide high quality administrative assistance to support the sales function of Brook Drive as well as provide general office based support, including some reception duties, which ensure the smooth running of the service. Equinox offers hope without exclusion to marginalised people that have a range of needs, including mental health problems, alcohol & drug dependence, and homelessness.  |

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| **Main Responsibilities** |
| **1.** | To undertake a range of administrative functions diligently and with attention to detail to support the Administration Senior Practitioner in the management of referrals and the admission booking process of beds within Brook Drive |
| **2.** | To communicate with relevant parties both internal and external, preparing formal paperwork and updating databases. |
| **3.** | Answering telephone and email enquiries in a professional manner and processing referrals. |
| **4.** | Input data into the National Drug and Alcohol Treatment Monitoring System (NDTMS), resolve data quality issues, upload and submit files. |
| **5.** | Assist with managing the Petty cash including preparing returns and requesting cash. Assisting the Social Interest Group Finance team in chasing unpaid invoice queries.  |
| **6.** | Provide reception cover within the service, ensuring that all enquiries are dealt with efficiently and politely.  |
| **7.** | Ad hoc administrative work to support the smooth running of the service e.g. printing, photocopying, emailing. |
| **8.** | To actively promote a positive image of Equinox, with the general public, voluntary and statutory organisations. |

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| **Knowledge and Skills** | **D=desirable** **E=Essential**  |
| **Experience** | 1. E
2. E
3. D
4. E
5. E
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| 1. Working with databases, filing, accounting and general office administration.
2. Experience of offering excellent customer service with a varied customer base e.g. professional and public
3. Working within quality assurance and monitoring frameworks such as: Care Quality Commission (CQC), Quality Assurance Framework (QAF)
4. Use of data input systems and tools
5. Awareness and implementation of financial, operational and HR procedures and policies
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| **Knowledge/Qualifications** | 1. E
2. E
3. E
4. D
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| 1. High level of written and spoken English
2. Knowledge of National Drug Treatment Monitoring Service (NDTMS)
3. Proficient in the use of Microsoft Office packages including Excel
4. Knowledge of data input systems and tools
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| **Person Specification** |
| **1** | Excellent interpersonal skills with ability to communicate with people on all levels.  | A/I |
| **2** | Passion for providing excellent customer service  | A/I |
| **3** | Confident in working with databases, filing, and general office administration | A/I |
| **4** | Attention to detail when processing financial matters and handling petty cash. | A/I |
| **5** | Experience of managing contractual arrangements for services | A/I |
| **6** | Good organisational skills and the ability to support the team in organising and planning high quality service delivery to a CQC registered standard.  | A/I |
| **7** | Excellent team working and interpersonal skills, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.  | A/I |

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| Version number 2 | Date 22/07/2020 |  |  |  |