

Job Description and Terms & Conditions

**Lead Administrator 52 Weeks Maternity Cover**



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| **Head office** | 101 Walnut Tree Close Guildford GU1 4UQ (working out of) |
| **Line Manager** | As delegated by Chief Executive |
| **Accountability** | Chief Executive |
| **Job purpose** | The purpose of this post is to assist Oakleaf Client Services staff to delivery a high standard of service delivery to our clients. The post-holder will perform all routine administration including IT and paper-based duties.  |
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| **Main duties & responsibilities****Clients and Wellbeing** | 1. Provide administration support for Client Services Department
2. Supervise workload for Client services support staff and volunteers
3. Organise client appointments and manage relevant correspondence
4. Maintain the client referral process, including starting and closing client placements.
5. Produce and maintain department and social inclusion registers
6. Organise and administer the DBS Process for Oakleaf
7. Produce data reports and KPI’s for the department.
8. Liaise with all Oakleaf departments
9. Process relevant client risk assessments.
10. Update and use the text service.
11. Maintain department filling systems, keeping everything up to date.
12. Assist with opening and sending out any post.

**Business**1. Liaise with all referral agencies and maintain effective professional working relationships
2. Ensure that effective confidentiality procedures are adhered to concerning clients, volunteers and staff
3. Ensure outgoing daily post is franked and posted in Office Managers absence.
4. Contribute to the departments efficiency and maintain a high level of care and support for Oakleaf clients, ensuring all elements of our purpose mission and ethos are adhered to.
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| **General** | 1. Ensure maintenance of a safe and efficient working environment in accordance with current Health and Safety legislation including the Health and Safety at Work Act 1974, COSHH Regulations, Environmental Health and EC Directives.
2. Operate robust and safe levels of practice in regard to lone working.
3. Perform any other reasonable duties as may be requested by the Chief Executive.

This job description is an indicator of general areas of responsibility and will be amended in accordance with the changing needs of the organisation in consultation with the post holder. |
| **Terms & Conditions** | **Salary: £19,000** **Hours:** **36 hours per week** **Annual leave:** 28 days pa pro rata, inc. bank/public holidays **Duration:** Temporary **Notice Required:** one month |

**OAKLEAF ENTERPRISE** MAKING LIFE WORK WITH MENTAL ILLNESS

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