job description

Support Services Coordinator

**Job Summary**

The Support Services Coordinator will provide administrative support to the Placement Team. The Coordinator will be expected to complete a wide range of administrative tasks and ad-hoc project work as required. The role will require efficient and effective administration skills as well as a high level of attention to detail and the ability to manage multiple tasks.

**Duties & Responsibilities:**

* To provide administrative support within the Placement Team with incoming referrals, and existing internal transfers, admissions and discharges
* Work with local authorities, health boards and Integrated Care Boards in relation to fees and contracts in a professional and courteous manner
* Work with internal and external stakeholders to maintain the occupancy of all services
* Ensure resident documents and information is kept up to date alongside all Registered Managers and Deputy Managers
* Work collaboratively with the Finance Team on current and historical fees to ensure they are kept up to date and any changes are documented
* Work closely with the Senior Management Team for various projects
* To prepare and issue correspondence to external stakeholders
* To review Tender and Framework notifications, identifying those which may be of interest to the Company and circulating to the Senior Leadership Team.
* To summarise and prepare submissions for new and refreshed Tenders and Frameworks, where submissions will be time critical.
* To review and summarise Contracts for the Senior Leadership Team and Home Managers, noting key points for action and any deadlines. To liaise with the Authority in respect of any queries.
* To provide general administrative duties, which include but are not exhaustive of:
* To take minutes at meetings, ensuring the efficient coordination of relevant documentation and agendas
* To respond and manage incoming calls, mail and email enquiries
* To provide reception cover duties for annual leave and holidays
* To maintain and update internal databases/excel spreadsheets
* To coordinate meetings and events as required
* To provide a professional and courteous response to all internal and external stakeholders at all times
* To proactively follow up responses and actions to support efficient coordination of the referrals and fee deficits
* To take responsibility for personal development with the aid of attending courses, research and reading of materials as required
* To complete other duties as required

**ADDITIONAL INFORMATION**

The following supplementary information will form part of your job description.

**Codes of Professional Conduct:**

Staff are required to abide by the all relevant Company policies and procedures and any relevant national/professional Codes of Conduct or Practice.

**Confidentiality:**

Information relating to patients, employees and business of the Company must be treated in the strictest confidence. Under no circumstances should such information be discussed with any unauthorised person(s) or organisations. All staff must operate within the requirements of the Whistleblowing Policy.

**Health & Safety:**

Employees are required to ensure they are aware of, and comply with, policies and procedures relating to Health & Safety (whether statutory or Company), and assist in ensuring the compliance of other staff.

**Equality & Diversity:**

The Company is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of age, disability, gender, race, religion or belief, sexual orientation, marital status, gender reassignment or pregnancy/maternity. We fully support the right of all staff to equal opportunities and are committed to the development of a diverse workforce.

**Policies:**

It is the responsibility of staff to be familiar with Company policies that affect them, and work within the scope set out in them. Managers are responsible for ensuring staff know of, and work within the Company’s policies, procedures and protocols.

***NOTE: Notwithstanding the detail within the job description, the post holder will undertake such duties as may be determined by the Company from time to time, up to or at a level consistent with the principal responsibilities of the post***

PERSON SPECIFICATION

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| **Education & Qualification** | **Essential (E) / Desirable (D)** |
| A high level of grammar / spelling and a GCSE English qualification | E |
| A high level of numeracy and a GCSE Maths qualification | E |
| Commitment to continuing professional development | E |
| ***Experience & Knowledge*** |  |
| Knowledge of the importance of confidentiality. | E |
| Experience within a similar role. | D |
| Knowledge and experience with Microsoft packages including Excel, Word, Outlook, Powerpoint, Publisher | E |
| Previous experience of working in an office environment | E |
| ***Skills and Abilities*** |  |
| Strong organisational and problem solving skills | E |
| Excellent communication skills, written and verbal with the ability to communicate at all levels | E |
| Ability to work on several tasks at once, managing expectations and deadlines | E |
| Ability to adapt to changing circumstances | E |
| Work productively in a high pressure environment | E |
| Ability to innovate and create to develop new ways of working | D |
| ***Personal Attributes*** |  |
| Full UK Driving License with access to own vehicle | E |
| Flexible attitude to work with the ability to work on own initiative as well as working flexibly in accordance with the needs of the services and departments | E |
| Listens, consults with and communicates proactively | E |
| A high attention to detail | E |
| Approachable and empathetic | E |
| Adaptability and resilience with a focus on getting the job done | E |
| Reliable, responsible and conscientious | E |
| Personal Drive and commitment, including a strong application to the role. | E |
| Adapts to the team and build team spirit | E |