

Job Title: Administrator

Grade: Band B

Reports to: Local Business Manager

Role Responsibilities: No line management or budget responsibilities

The Role

ECL's vision is to transform lives, empowering independence through care excellence for all.

The role supports vulnerable adults living in the community to achieve their desired outcomes, including maximising their health wellbeing and Independence. Enhancing their quality of life and taking a greater part in their local community.

Our customers include older people as well as adults with long term health conditions, complex needs, sensory impairments, learning disabilities or mental health conditions.

Whilst you will predominately be based in one of the services office hub, you will be expected to work flexibly to cover all services within the company.

The service is open 7am – 11pm Monday to Sunday.

Job purpose

To assist the team with general office duties. To support Local Business Managers with administrative duties, and the collation of documents for frontline staff. This work will support the team with maintaining compliance under National guidelines, The Care Act and the Care Quality Commission. To maintain accurate and up-to-date administrative systems to facilitate effective management of all systems and processes including ICT systems and service information.

Key Accountabilities

- Work flexibly and collaboratively across structural boundaries as part of cross functional teams, and in support of key functional outputs, regardless of where you sit within the organisation.
- Think creatively, challenging the norms, and constructively challenging those around you (including those more senior) to ensure continuous improvement, commercial astuteness, and inspire the same in colleagues.
- Ensure understanding and the proper assessment and mitigation of risk, including Information Governance, Safeguarding, Health and Safety and Business Continuity.
- Responsible for recognising a disclosure of a concern from an individual that requires a safeguarding intervention to be made and to take appropriate action.

Duties and Responsibilities

- The specific accountabilities of this flexible role may alter from time to time in order to meet the needs of customers and the service. Key accountabilities will include those listed below;
- To deliver a flexible administrative service to a diverse range of internal customers to a high standard.
- To create documents in specialist ICT software, input data and update electronic filing systems and create reports.
- To interpret complex information and produce high quality documents with minimal guidance
- Maintaining an effective electronic staff rota system using specialist ICT systems - training will be provided. Retrieving statistical information on all aspects of work carried out by the team, using manual and I.T. systems.
- Maintaining a system of records relating to the team using specialist ICT software. These records include staff sickness, annual leave, hours worked and service user information to support service delivery and efficient staff rota systems.
- Ensuring financial records are maintained to enable up to date and accurate information can be provided on the costs of the Regaining Independence Service. This will require regular systems updates and the ability to work to strict deadlines. • Dealing with confidential and sensitive data/information working within agreed Information governance guidelines.
- Giving basic administrative advice and guidance where appropriate to Customers and Regaining Independence Assistants in the absence of team members.
- Initiating emergency Regaining Independence Assistant cover in the absence of the Registered Manager and/or their delegates
- Carrying out Receptionist duties and assisting with enquiries
- Recording and forwarding information received from personal office callers and telephone messages.
- Maintaining Service User and Staff files as required by Essex Cares Limited and the Care Quality Commission
- Typing letters, reports and memos for the team.
- Assisting with the processing of mileage and subsistence claim forms.
- Dealing with incoming and outgoing correspondence. Page 3 of 4
- General clerical duties (photocopying, filing etc.), ordering and control of stationery and stock as appropriate.
- Processing invoices and other relevant documentation in a timely manner and ensuring accurate records are kept.
- Supporting the team in the recruitment process.
- Working as a team with other Regaining Independence Administrators, providing support to other teams when required, including providing cover for absences or support in order to meet deadlines.
- Carrying out any other appropriate duties that may be required, which are commensurate with the grade of the post.

This job description is only an outline of the tasks, responsibilities and outcomes required of the role. The jobholder will carry out any other duties as may be reasonably required by his/her line manager.

Person Specification

Key Skills and Competence

- Good organisation skills
- Attention to detail
- Methodical and thorough
- Adherence to the Data Protection Act

Education and qualification

- Good standard or written and verbal English

Values and Behaviours

- Ability to demonstrate, understand and apply our Aspire values (see below) and be able to evidence these attitudes and behaviours as part of the application process.
- Confident and outgoing nature

Our Values



Supporting others with care, compassion, and positive engagement.



Working efficiently and innovatively to achieve excellence.



Working together to achieve our common goals.



Being open and having the courage to do what is right