

Job Description

Job title: Administrator/Receptionist
Directorate: Operations
Location: Birmingham
Accountable to: Senior Administrator
Accountable for: N/A
Pay grade: Band 4
Type: Permanent Office Based (Birmingham Hub)

Values Framework

All staff are expected to know and understand the values of the organisation and uphold these values whilst at work.

- Together
- Focused
- Bold
- Personal

General Overview of Role

Operations administrator supporting front of desk, incoming calls, and general administration within the hub.

- To work within an interdisciplinary team and contribute to the administration support function for the management team and clinicians at the Hub.
- To contribute to the development of processes which increase efficiency and quality within the Hub.
- To provide an efficient, confidential, and comprehensive administrative service as well as manage and coordinate waitlists, diaries, and appointments.

Key Responsibilities can include: -

Reception:

1. To deal with visitors/clients on arrival:
 - a. Ensure completion of relevant visitor book.
 - b. Prepare visitor passes.
 - c. Contact receiving staff member to notify of visitor's arrival.
 - d. Offer visitor refreshments
2. To maintain a knowledge of staff and visitor movements in and out of the charity:
 - a. Monitor visitor access and maintain security awareness.
3. To maintain and manage a room booking system for clinical staff.
4. Ensure all rooms have relevant refreshments and are maintained to a high standard.
5. To receive and sort mail and deliveries.
6. Ensure the stationery supplies within the hub remain well stocked and tidy.

7. To maintain the reception area by ensuring its clean, tidy, and welcoming for visitors and clients.
8. To book taxis for visitors and staff as required
9. To act as a first point of contact by answering calls and taking messages where necessary.
10. Provide a high quality of customer service towards veterans and visitors.

Administrator:

1. To contribute to the full range of administrative duties within the Hub.
2. To work effectively as part of the Regional Team within the hub.
3. Exchange verbal and written information regarding veteran care promptly and politely with veterans, external agencies and providing an internal interface with all disciplines relating to assessment and treatment.
4. Contribute to the management of occupancy levels (where applicable) through system and spreadsheet waitlists from referral to discharge.
5. To schedule appointments and co-ordinate clinics, groups, and related administration in collaboration with the relevant clinical staff. To deal with queries related to clinic and assessment appointments and follow up clients who do not attend appointments as required.
6. To contribute to the development of systems, processes, and diary management to enable the smooth running of administration and the interface with other teams and organisations.
7. Support clinicians as necessary by undertaking administration as required associated with therapeutic reports, correspondence, and Significant Incident Reviews
8. To prepare / oversee all files (electronic and paper) for meetings and admission, ensuring that all relevant paperwork is in place.
9. Organise, attend, and support IDT and other meetings as required keeping accurate minutes, records of decisions taken and ensuring that actions are recorded appropriately and communicated to the relevant individuals for action / information.
10. Update veteran records in line with Standard Operating Procedures ensuring all contact is logged.
11. To be accountable for an accurate and effective electronic filing system including patient database relating to veterans. This includes running regular reports.
12. To contribute to the development of administrative procedures and systems.
13. Deal effectively with any telephone queries relating to the service and pass them on to the relevant person, escalating same where necessary.
14. Manage personal and joint mailboxes relating to Administration Team
15. To work in a flexible and responsive way to meet the changing needs of the service users and demands of the service.
16. To fully understand and adhere to the policies and procedures of Combat Stress.
17. To cover duties of other administrators during periods of absence.
18. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal rotation and absence cover.

Other Duties

- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.
- it is strongly suggested that all staff remain up to date with their Covid 19 vaccination status to keep veterans and colleagues safe

Risk Management

As an employee of the Charity, the postholder is required to be risk aware and readily able to identify risks faced in the course of day-to-day duties. Where a new risk is identified it is to be reported through the postholder's line manager.

Date revised November 2022

Signature of postholder

Print name

Date
