

*Job Title* **Administrator**

*Section:* **Business Support Team**

*Responsible to:* **Business Support Manager**

*Location:* **Bromley Y building and remote (hybrid)**

*Hours of Work:* **37.5 hours per week**

*Grade:* **2**

## **1. ROLE FOCUS:**

In this role, you will provide warm, professional front of house and administrative support across various teams within Bromley Y, welcoming children, young people, families, and visitors to the service. You will be managing phone and email enquiries across multiple mailboxes whilst keeping records up to date using the electronic patient record system. You will handle tasks such as signing visitors to the building in and out, ensuring the Welcome Room and therapy spaces remain safe, tidy and well resourced, preparing documents and meeting packs, inputting and maintaining accurate client records, sending client correspondence via email, post or telephone where necessary, minute taking and assisting the team with projects and ad hoc administrative duties across the service as required.

**Bromley Y** launched the Mental Health & Emotional Wellbeing Service (MHEWS) on 1<sup>st</sup> April 2021 in joint commissioning with London Borough of Bromley and NHS South East London Partnership. This post is an opportunity to contribute towards the embedment of the service with a growing staff group of over seventy employees. You will work with young people from diverse backgrounds and should be committed to diversity and ensuring access to services for all. The post holder must be prepared to be flexible in their working arrangements and work the occasional Saturday.

## **2. MAIN RESPONSIBILITIES**

- The first point of contact for Bromley Y providing a friendly welcome and greeting members of the public; particularly children, young people and parents/carers, deliveries, colleagues etc to Bromley Y
- Sign young people and their families as well as all visitors in and out of the building responding to queries and reporting any issues or concerns that arise a Manager
- Maintain the Welcome Room and therapy rooms resources-keeping them safe, tidy and stocked with therapy materials, stationary and with up-to-date information
- Answering and responding to emails across multiple mailboxes in a timely and professional manner
- Data inputting and keeping client records up to date by using an electronic patient system
- Sending standard client correspondence on behalf of teams/practitioners (emails/letters/telephone)
- Answering incoming telephone calls in a polite, prompt and professional manner. Forwarding calls to the appropriate teams, taking messages, escalating queries when necessary etc
- Supporting with printing, filing (including electronic filing), putting packs together for example for team meetings, case referrals, group work sessions
- Assisting members of the team with projects, events, around booking external venues eg Hall Hire and meeting co-ordination as required
- Minute meetings
- Booking and liaising with translators and interpreters as required
- Complete data entry as required within the service
- Adhering to agreed deadlines and keep coherent records of all activity in line with service protocols
- Ordering office supplies for example stationery, milk, tea and coffee

- Any other duties as deemed necessary in line with an administrative role

#### 4. EDUCATION AND TRAINING

- To ensure knowledge and skills are continuously developed and maintained at a high level of competence
- To identify training needs through supervision and personal development plans

#### 5. RESEARCH AND DEVELOPMENT

- To comply with relevant codes of conduct
- To contributing to identifying areas for continuous service improvement

#### 6. GENERAL

- Work in accordance with the Bromley Y s objectives, values and policies including the Code of Conduct
- Comply with all organisational policies and procedures, including the Code of Conduct
- Undertake duties to ensure the health and safety of post-holder, colleagues, service users, volunteers and visitors
- Work flexibly, being prepared to perform other duties commensurate with the role
- Actively support and promote any fundraising activities as part of your day-to-day duties
- Promote the work of Bromley Y and encourage positive understanding, awareness and attitudes towards mental health

#### JOB SPECIFICATION

	DETAILS	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	A working knowledge of MS Office suite	X	
	Previous experience (minimum of a year) in an administrative role preferably gained in an office environment	X	
<b>KNOWLEDGE SKILLS AND COMPETENCIES</b>	Working knowledge of Health, Social Services, Education and the Voluntary Sector		X
	Ability to work with others, as part of a team and to manage own workload under supervision.	X	
<b>VALUES</b> We Care We Listen We Empower We Accept We Respect	Can demonstrate support for the values and beliefs of the Bromley Y and for its services	X	
	Supports the organisation with continuous improvement initiatives	X	
	Holds positive attitudes to diversity, equality and enabling access to services for all	X	
	Holds a positive attitude toward children and young people, particularly those with emotional and mental health difficulties	X	
<b>PERSONAL</b>	An eye for detail, good organisational skills and the ability to multitask	X	

<b>ATTRIBUTES</b>	Able to prioritise tasks to meet deadlines	X	
	Flexible to work hours to meet the needs of the role	X	
	Able to work independently and as part of a team.	X	
	A high level of communication, both verbal and written is required for the role. This includes delivering a warm and friendly communication style.	X	