

**Part 1: Job Description**

**Part 2: Person Specification**

**Title:** Administrator –STEP 2 & Low Threshold Drug and Alcohol Services Northern Trust area

**Date:** September 2017

**Part 1: Job Description**

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| 1.0 Purpose:The post holder will be required to work closely with Extern’s STEP 2 & Low threshold Drug and Alcohol services management and project staff in the provision of a high quality reception and administrative service.2.0 SPECIFIC TO ROLEThis Post will be based in the Ballymena office and will include providing administration services to two teams based in the northern Trust area. |

**2.0 Group:** Extern Organisation

**3.0 Directorate:** Safer Communities & Homelessness

**4.0 Job Group:** Business Administration

**5.0 Competence Level:** Level 3

**6.0 Responsible To:** Programme Manager

**7.0 Location:** Ballymena

**8.0 Hours of Work:** 40 hours per week (working hours – flexible)

**9.0 Salary** £15,454 per annum pro rata

**10.0 Functional**

 **Responsibility:**

**11.0 Responsible for:**

**12.0 Direct Reports:** N/A

**13.0 Budget**

**Responsibility:** Petty cash

**14.0 Key Responsibilities:**

**General Administrative duties**

* General administration duties including: preparation of paperwork (all forms for both teams), taking referrals via telephone and Email , filing, photocopying and answering telephone calls.
* Update and maintain manual and computerised files (including Access and Excel) on a daily basis and provide detailed statistics on the work of the Project regularly as requested by the Programme Manager, co-ordinator and staff
* Update daily and maintain both projects IMT forms to be used for statistical reports for PHA returns
* Attend, take minutes and represent the Project appropriately at meetings as requested by both teams line managers.
* Provide front desk management/ reception including direct interaction with service users calling to the office.
* Responsibility for stationery maintenance and ordering of supplies as and when required.
* Receive, transmit, store and retrieve manual and electronic service user records/information, ensuring accuracy, integrity, comprehensiveness, timeliness and security.
* Management of Extern database

**Risk Management**

* Adhere to safeguarding procedures and relevant external standards.
* Awareness and adherence of confidentiality requirements within the Project.

**Communication (Internal & External)**

* Multi-agency and multi-disciplinary working.
* Develop and maintain appropriate professional relationships with Services Users, colleagues and stakeholders.
* Assist management in the production of statistical reports as and when required e.g. PHA Database returns and quarterly returns.
* Processing of paperwork to the relevant departments within agreed timescales e.g. HR & Payroll paperwork.

**Service Users Interaction**

* Assist the team to provide support and manage risk of service users.
* Provide service users with information on how to access the service and appointments with staff.

**Recording**

* Managing, processing and recording of Project Monies as required by line management e.g. petty cash, purchase orders, service user lodgements & savings.
* Assist colleagues with the compliance of necessary recording requirements and responsibility for accurate and timely completion e.g. SID, service user files, case notes.
* Assist with the maintenance of the Office.

**Training**

* Responsible for keeping abreast of current legislation and Extern’s policies and procedures, and attend appropriate training as and when required.

**Health & Safety**

* Take reasonable care for the health & safety of themselves and of other persons who may be affected by their work.
* Conform to all rules, Extern’s Health & Safety Procedures, safe systems of work and not improvise by using methods, tools or equipment which entail unnecessary risk

**Part 1: Job Description**

**Part 2: Person Specification**

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**Date:** September 2017

**Part 2: Person Specification**

**PERSON SPECIFICATION**

**Essential Criteria:**

* A minimum of 4 GCSE’s, including English and Mathematics (Grade C or above) or equivalent e.g. relevant NVQ Level II
* OCR/RSA Stage II Word-processing/ Certificate in Secretarial studies or equivalent, OCR Level 3 Administration
* Experience of using Microsoft Office packages including MS Word, Access, Excel and PowerPoint.
* 1 years administrative experience including demonstrable experience of using a computer/email/telephone

**Essential Key Attributes:**

1. **Excellent Communications – Internal and External**

Ability to communicate effectively, both verbally and in writing, adapting style to suit the audience. Competent in all relevant IT packages.

1. **Managing Risk**

Show a clear understanding of the process of how to manage risk and undertake effective risk minimisation measures in the course of your duty.

**Desirable Criteria**:

* Ability to demonstrate awareness/understanding of equal opportunities and other people’s behaviour, physical, social and welfare needs

**NOTE**

**This position is subject to an Enhanced Access NI check. Copies of the relevant policy on the recruitment of ex-offenders as well as the Access NI Code of Practice are available on request. Please note that having a criminal record will not necessarily be a bar to obtaining a position with EXTERN.**