



Wellington Care
Enabling independence

Information Pack

Administration Assistant



Closing date:

29/04/2024

Job Description

JOB TITLE: Administration Assistant

LOCATION: This role is based within the one of the Wellington Care services which will be confirmed at appointment of role. The location of the service at which Administrative Assistants are based may be subject to change, but this would be discussed with staff prior to any changes being made.

SALARY: £11.44 per hour

HOURS: 37 hours per week

REPORTS TO: Registered Manager

VALUES AND COMMITMENT: Wellington Care are committed to the inclusion, safeguarding and welfare of vulnerable adults experiencing complex mental health difficulties. All staff members are selected, vetted, and trained to a high standard to enable them to provide the safe and effective care of those who use our service. It is a criminal offence for people who are barred from working in Regulated Activity (under the Safeguarding and Vulnerable Groups Act 2006) to apply for roles that require them to work unsupervised with our service users.

OVERALL PURPOSE OF THE JOB

The overall purpose of the Administrative Assistant role is to complete day to day office tasks which include, but are not limited to, data entry, minute taking, filing, answering calls, taking messages and updating systems.

ROLE RESPONSIBILITIES

Service Specific Responsibilities:

1. To assist the Registered Manager in their role by scheduling and preparing for meetings and carrying out research as required.
2. To devise and maintain office systems, including data management and filing.
3. To organise and maintain diaries and schedule appointments.
4. To ensure that meeting rooms are booked and prepared for meetings, circulate meeting papers in a timely manner and take minutes at meetings, as required.
5. To Assist the Manager to effectively manage telephone and IT systems and hardware, ensuring that the organisation receives best value for money.
6. To Supervise and support the Administration Apprentice and ensure they are working to their full potential whilst developing skills.
7. To work as part of a team to ensure that quality standards are met.
8. General administration to support the team including room bookings, dealing with incoming and outgoing post, stationary and general ordering.
9. Ensure Petty cash and postage systems are efficient and are reconciled regularly.
10. Ensure Finance systems are followed for all purchases.
11. Upkeep of staff files, both paper and electronic.
12. Handle and share data in line with current GDPR regulations.

ALL STAFF ARE REQUIRED TO:

- Satisfactory enhanced DBS Check
- Undertake Mandatory training as identified by managers.
- Actively participate in ongoing professional and/or personal development to meet and/or exceed the expectations of the job.
- Abide by Wellington Care values/responsibilities.
- Challenge stigma and promote positive mental health, equality, and diversity.
- Promote and embed service user involvement in all aspects of the organisations.

- Ensure safe working practices through risk management, safeguarding and health and safety.

- Have an understanding of safeguarding practices.

- Works within organisational policies, procedures, and guidance.

NOTES

This job description is not intended to be exhaustive in every respect but rather to define the fundamental purpose, responsibilities, and dimensions of the role.

It is the nature of the work of Wellington Care that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises and when tasks not specifically covered in their job description have to be undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work, and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job description in consultation with the member of staff.

Person Specification

ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
Educational / Professional Qualifications:	Educational / Professional Qualifications:
	<ul style="list-style-type: none"> • Level 2 qualification in literacy • Level 2 qualification in numeracy
Skills/Abilities	Skills/Abilities
<ul style="list-style-type: none"> • Ability to work well within a team • Ability to lone work and without direct supervision • Numeracy and literacy skills • IT skills 	
Experience	Experience
<ul style="list-style-type: none"> • Experience of working in an administrative role, preferably within the social care sector 	<ul style="list-style-type: none"> • Understanding of mental health
Character and personal attributes	Character and personal attributes
<ul style="list-style-type: none"> • Positive attitude • Honest, trustworthy and reliable • Respectful of tenants, staff members and other professionals • Approachable • Good organisation skills • Good professional boundaries • Good personal resilience • Demonstrate an empathetic caring nature • Demonstrate an authentic interest in maintaining the quality of service in accordance with the standards set by Wellington Care • Demonstrate a commitment to further and continuing professional development. 	<ul style="list-style-type: none"> • Driver, and willingness to undertake driving duties

Overview of Wellington Care

Founded in 2017, Wellington Care has been supporting local people to become independent for over 5 years. As a new organisation, we strive to be the best that we can be, supporting individuals with poor mental health, and other complex needs.

As an independent provider of specialist care and support, we believe that everybody should have the opportunity to realise their full potential and become as independent as possible.

We support adults across Hull and East Yorkshire with all aspects of their daily lives, including offering safe and welcoming living environments with around the clock care, as well as additional support within the community.

At Wellington Care, we are a passionate and committed team who go the extra mile for the people who benefit from our support.

Wellington Care is wholly owned by Hull and East Yorkshire Mind.

Our Aims and Objectives:

- To be a leading health and social care provider, focusing on supporting people with severe and complex mental health and other additional needs such as a learning disability, autism or behaviours that may challenge.
- To be a person centred and needs led organisation that will meet the holistic needs of a person to empower them to live as independently as possible.
- To support people to enable them to lead a positive and fulfilling life and achieve personal goals and ambition. This includes supporting everyone to go above and beyond their own vision of capability.
- To be the employer of choice within the communities we work in.

Our Mission:

Our mission is to empower individuals to achieve their hopes, goals, and aspirations so that they can live a positive, fulling and independent life.

Our Underlying Principles are:

- We respect the individual.
- We act with the highest standards of integrity, honesty, and commitment.
- We always strive to do the best we can in everything we do.
- We focus on people's strengths and abilities.
- We work together, and in partnership, with individuals.
- We support and encourage innovation and creativity



Summary of Terms and Conditions

1. Probationary Period of Service

All new staff will undergo a probationary period which will generally be the first six months.

2. Disclosure and Barring Service (DBS)

It is a condition of employment that all staff have a DBS Disclosure at the appropriate level which will be paid for by Wellington Care.

3. Hours of Work

As per your contract of employment. All hours are to be worked on a flexible basis to meet the needs of clients and the organisation. Staff who work more than six hours per day will take an unpaid lunch break of not less than 30 minutes.

4. Pay

No automatic annual increments are payable except for any cost-of-living increase which may be awarded to all employees at the absolute discretion of the Executive Committee.

5. Annual Holidays and Holiday Pay

Annual holiday entitlement with pay is 25 working days for full-time staff and on a pro rata basis for staff working part-time. In addition, paid leave will be granted for all bank holidays (on a pro rata basis for part-time staff) each year.

6. Payments During Sickness/Injury

Staff who are absent from work for reasons of sickness, or an injury sustained whilst carrying out their duties for Wellington Care will receive six weeks full Company Sick Pay and two weeks at half pay in a 12-month period.

7. Pension Scheme

Under the Government pension regulations all eligible staff will be automatically enrolled into the Company Pension Scheme currently provided by Aviva. Staff contributions will be in line with the minimum percentage of gross basic earnings set by the Government. The employer's contribution will be 3% of gross basic earnings. Additionally, staff who are either non-eligible or not entitled, under the regulations, may join the scheme and the same contribution levels would apply.

8. Subsistence and Travelling Expenses

Subsistence and travelling expenses are paid at rates determined by Wellington Care. Staff who work from home will have the first 10 miles deducted from their daily mileage claim.

9. Trade Union Membership

Employees have the right to join or not to join a Trade Union.