

Business Administrator: Job Description

Job Title	Business Administrator
Project Base	Northumberland
Part / Full Time	25 Hours Per Week
Pay Scale	£22,846-£24,339 Pro-Rata
Accountable To	Housing Team Leader
Job Summary	<p>Supporting Lives was established in 2014 with the specific objective of providing people with safe, supported accommodation in the NE of England. We operate a range of transitional support properties across Blyth, Ashington, Lynmouth, Newcastle, Gateshead and South Shields.</p> <p>Working with the Regional Manager and Team lead, you will provide administrative support to the supported housing team and oversee the development of information, data, compliance and reporting data collection systems.</p> <p>You will provide administrative support for external recruitment processes, whilst ensuring compliance to GDPR legislation. Part of your role will also involve supporting the senior management team with the management of our online people systems Bright HR and Microsoft SharePoint.</p> <p>This is a new and exciting role in a growing team. A keen eye for detail and high levels of organisational skills are key to its success.</p> <p>You will be the Point of Contact for referrals from health and social care agencies, field all enquiries and ensure that are dealt with promptly and courteously.</p>



<p>Job Summary Continued</p>	<p>You will also be required to:</p> <ul style="list-style-type: none"> • Co-ordinate team meetings liaising with the service manager. Prepare and take minutes where appropriate, disseminate minutes and actions. • Develop and maintain a general and client filing system within the service. • Input, collate and extract data from our internal database, ensuring data is up to date and error free. • Maintain service resources, including office equipment and materials. • Ensure petty cash systems are managed in accordance with Supporting Lives policy. <p>You will work as part of an experienced team providing support to people with often complex needs, physical health problems, as well as those who have experienced trauma.</p>
<p>Key Aims</p>	<p>At Supporting Lives, we believe in empowering people to discover their own unique pathway to independence.</p> <p>Our key aims are to:</p> <ul style="list-style-type: none"> • Increase safety amongst homeless populations and reduce risk to our communities. • Empower people gain the skills required to live independently and free of services. • Increase an individual's life skills and ability to self-manage their own behaviour. • Deliver measurable improvements to a person's physical and mental health, and wellbeing. <p>You will be committed to our key aims and share our belief in the inherent capacity and potential of all individuals.</p>



Principal Duties and Responsibilities	<ol style="list-style-type: none"> 1. To ensure support services are delivered in compliance with statutory regulations and fulfil our contracted obligations/key deliverables.
Governance, Legal & Risk	<ol style="list-style-type: none"> 1. To ensure all Supporting Lives' risk management and quality assurance policies are implemented. 2. To ensure the safety of all staff and residents by maintaining awareness of risks and changes in the working environment and contribute to the maintenance and monitoring of health & safety/ security policies, systems, and protocols. 3. Ensure the effective implementation and compliance of serious untoward and safeguarding incidents in line with written policies and procedures. 4. Promote and adhere to equality of opportunity policies and anti-discriminatory practice, demonstrating our commitment to valuing diversity.
Service Delivery & Performance	<ol style="list-style-type: none"> 1. Contribute to the collation, monitoring and reporting, ensuring required data is recorded and reported accurately in a timely manner. 2. Implement all policies, systems and procedures to ensure residents are safe, meaningfully engaged and progressing in their lives.
Other	<ol style="list-style-type: none"> 1. You will be required to work from our service base in Lynemouth and flexible home working will be considered where appropriate. 2. Commitment to continued personal development, maintaining an up-to-date knowledge of developments across the Adult social care sector, legislation, and practice relevant to the service user group.



Generic Duties and Responsibilities	<ul style="list-style-type: none"> • Receive referrals and process them in a timely professional manner. • Issue tenancy offers and ensure all applicants are inducted and made fully aware of house and behavioral expectations and discharge criteria/processes. • Complete and submit housing benefit claim forms accurately and expediently. • Work as part of a team to pro-actively manage vacancies and terminations. • Collect and monitor the payment of service charges/personal contributions made by residents. • Monitor any non-payment of service charges by residents and take relevant action when in arrears to ensure they are collected within agreed deadlines. • Record compliance failures in cases where an eviction notice is proposed against an occupant.
Confidentiality	<p>Ensure service user, volunteer and/or staff information remains confidential. It is a condition of employment that you will not use or disclose any confidential information obtained in accordance with data protection (GDRP) legislation.</p>
Code of Conduct	<p>All staff are expected to adhere to our policies and procedures that establish standards of good practice and follow any codes of conduct which are relevant to their own profession.</p>
Privacy and Dignity	<p>Staff should respect service user/family/carer’s diversity, cultural needs, and privacy.</p>
Safeguarding	<p>All staff have a duty to safeguard and promote the welfare of our service users, volunteers, their families, and carers, you have a duty to ensure you are familiar with safeguarding policies, attend training for safeguarding and know who to contact if you have concerns about an adult or child’s welfare.</p>
Health and Safety	<p>Supporting Lives has a duty of care to employees and will ensure that, as far as is reasonably practicable, provide adequate training, facilities and arrangements to ensure risk management planning/practice are in place. All employees are required to comply with relevant Health and Safety legislation and policies relating to Health & Safety and Risk Management.</p>



Business Administrator: Person Specification

ESSENTIAL	DESIRABLE
Education & Experience	
<ul style="list-style-type: none"> Substantial administrative experience and be committed to work in an efficient manner. Experience of managing competing priorities across multiple tasks. Experience of working with senior management teams. Extensive experience of using data management systems to record, audit and extract information into meaningful reports and conclusions. 	<ul style="list-style-type: none"> Approachable, energetic, confident, warm, creative, empathetic, determined, ambitious, flexible, resilient, discreet, organised and professional. Passionate about making a difference and an advocate of asset-based practice.
Knowledge, Skills & Abilities	
<ul style="list-style-type: none"> Excellent written and verbal communication skills with the ability to adapt your style to the relevant stakeholder. High levels of accuracy and attention to detail, specifically with letter writing, taking minutes and preparing reports. Exceptional organisational skills. Ability to take initiative and a commitment to continuous improvement. A keen eye for detail and the ability to work across multiple projects concurrently whilst managing competing deadlines. Ability to manage your own workload and diary. Proficient in Microsoft 365, including Teams, Word, Excel. 	<ul style="list-style-type: none"> Commitment to the aims and ethos of Supporting Lives and a desire to bring about positive change for people. Able to demonstrate that your personal ethos and work ethic mirrors the values of Supporting Lives.



ESSENTIAL	DESIRABLE
Other	
<ul style="list-style-type: none"> • Commitment to support Supporting Lives' key aims & values. • Able to obtain DBS certification upon appointment. 	

**If you wish to apply, please contact:
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