



General Administrator

Post Information Pack

Service	Swanswell
Location	West Berkshire

The Cranstoun group is a charity empowering people to live healthy, safe and happy lives. Our skilled and compassionate teams work with service users, families and communities, helping them to make positive changes. We offer a wide range of services across England, including community-based outreach, treatment and recovery, detox, supported housing, and specialist services for young people and families and carers. We've been making a difference since 1969 by combining our expertise with innovative approaches, and putting people at the heart of what we do.

JOB DESCRIPTION

Job purpose / Context:

- Support all members of the team in providing high quality and comprehensive customer relations & reception service and an effective administration function.
- Support and/or undertake a number of administration functions within the office / service

Responsible to:

Service Manager

Duties and Responsibilities

- Provide a welcoming and informative telephone and front of house service to all of our Customers across all Swanswell services.
- To develop and maintain effective systems to ensure the efficient production of prescriptions for individuals within the service.
- To liaise with recovery workers and clinical staff members to ensure individual prescription regimes are accurate and produced in a timely manner to ensure their timely signing.
- To ensure you are kept abreast of all up regulations and requirements related to the prescribing, use and misuse of drugs
- To provide prescription generation training to other administrative staff as required, in order to ensure effective service delivery
- Liaise with key stakeholders including GP's and Pharmacists.
- Manage your own workload efficiently.
- You'll need to be pro-active and have an eye for detail to ensure the service runs effectively at all times.
- Assist and liaise with our facilities company and suppliers to ensure we provide and maintain a suitable working environment for our workers.
- Ensure our workers have sufficient resources to carry out their duties.
- Be part of an efficient admin team, providing a range of support services for our workers on a day to day basis.
- Liaise with and provide admin support to Swanswell's management team.
- Ensure procedures are followed and suggest improvements so that our processes are effective and meet the needs of Swanswell's clients and staff.
- Provide effective administrative support for Swanswell's referral and allocation processes.
- Ensure timely and effective reporting of incidents and reporting to the controlled drug accountable officer.
- Support and coach colleagues with admin and IT queries.
- Attend meetings and provide minutes accurately and in a timely manner.
- To be a Qualified First Aider to provide First Aid assistance.
- Work with internal and external support agencies to maintain the company database; ensuring issues are resolved in a timely manner.
- Produce and analyse statistical data from appropriate databases.

PERSON SPECIFICATION

When filling in an application form for this role, please explain how you meet the criteria listed below. In your evidence of how you meet the criteria you could refer to experience in a similar role (or a related field), or relevant transferable skills that you have.

Qualifications

- GCSE in Maths and English or equivalent
- Relevant NVQ or ECDL or RSA11 or equivalent

Experience

- Working in a busy office environment
- Customer service / reception experience
- Working to and meeting deadlines
- Managing time and prioritising workload
- Supporting the production of prescriptions is desirable but not essential
- Excellent IT skills and ability to use MS Office (Word, Excel, Outlook, Power Point)

Knowledge

- Knowledge of Microsoft Office products
- Knowledge of the generation of prescriptions (training will be provided)
- Broad understanding of contemporary addiction issues, desirable not essential

Skills

- Communication (verbal, written and listening skills), with excellent spelling, grammar and the ability to produce error-free documents
- Using technology
- Telephone and reception skills
- Managing time and prioritising
- Planning and organising
- Attention to detail
- Able to be responsive and reactive
- Self motivation and management of own workload
- Working on own, using initiative, as well as being an enthusiastic team player
- Supporting others
- Problem solving and questioning
- Researching
- Monitoring and evaluating

Abilities and attributes

- Ability to manage own time, prioritise activities and maintain accountability for your work
- Maintain confidentiality of all data and information
- Accurate record keeping.