

## Job Description

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<b>Job Title:</b>	<b>Support Services Administration Manager</b>
<b>Department:</b>	<b>Support Services</b>
<b>Reporting to:</b>	<b>Head of Support Services</b>
<b>Location:</b>	<b>Home working / Head Office</b>

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### PURPOSE OF ROLE:

The postholder will be responsible for management of the Support Services administration team to ensure the provision of an effective and efficient administrative service. They will provide appropriate support to all Support Services teams, advising on and implementing effective administrative process development to meet the changing needs of the services and providing a central source of expert guidance on best practice in use of CRM across the Support Services Teams.

### MAIN DUTIES AND RESPONSIBILITIES

- Manage all day-to-day operations of the Support Services administrative team.
- Act as the main point of contact for all Support Services administration queries and provide guidance to staff to resolve any issues raised.
- Effectively manage the performance of the Support Services administration team, ensuring they are working to agreed objectives, delivering outcomes and that they receive appropriate training and support.
- Develop, review, and improve administrative policies, procedures and systems where necessary providing expert insight into the challenges and issues around process development across the Support Services.
- Monitoring and evaluation of referrals into the services for accuracy and improvement potential.
- Liaise with health professionals to encourage referrals and to maintain the quality of the information ensuring that correct actions are taken internally including accurate data entry.
- Assist the Head of Support Services as required, including with communication, ad-hoc support, collating and preparing reports and advising on establishing a holistic and joined up approach across all services teams
- Take responsibility for establishing and maintaining relationships when required with external stakeholders, such as suppliers, IT providers and partner organisations, in order to contribute to the smooth running of services.
- Act as central expert resource for all staff across Support Services in the use of Dynamics, training all staff and making sure it is being used effectively.

- Responsible for ensuring that accurate financial data is inputted in relation to the Support Services teams including appropriate use of Purchase Order software and relevant finance documents.
- Take responsibility for ensuring that the Support Line incoming calls are staffed throughout all appropriate opening hours, including scheduling of relevant software.
- Ensure that administrative staff answer all incoming calls, to the Support Line or the mainline when appropriate, professionally and are competent in dealing with basic queries, taking complex information from vulnerable people, signposting and referring to relevant internal teams or external organisations as appropriate.
- Liaise and work closely with the Data Protection Officer in relation to GDPR and take responsibility for responding to Subject Access Requests relating to Support Services.
- Liaise and work closely with the IT department – arranging regular meetings to represent the needs of the support services teams both regarding statistical collation and system function
- Manage and oversee the effective recruitment and management of volunteers and provide ongoing support.
- Produce non-standard letters, reports and presentations to aid team projects.
- Co-ordinate and help plan monthly meetings and regular training within the Support Services Team.
- Co-ordinate all Support Services mailings, ensuring adequate stationery stock is ordered in advance, all client data is correct for mail merges, printing, and overall ensure a smooth running of each mail out and is completed on time.
- Maintain effective communication links with other members of the administrative network within the Charity in order to ensure consistency of information and to review, facilitate and share good practice.

## **FLEXIBILITY STATEMENT**

In addition to the duties and responsibilities outlines, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post. You will be subject to annual performance reviews which will incorporate a review of these duties and performance over the year.

## **CONFIDENTIALITY**

Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff etc. and to ensure that all information relating to the above is processed in accordance with the Data Protection Act 1998.

## **COMPETENCE**

You are responsible for limiting your actions to those which you feel competent to undertake. If you have any doubts about your competence during the course of your duties you should immediately speak to your line manager.

## **RISK MANAGEMENT**

It is a standard element of the role and responsibility of all staff within the Charity fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

## **HEALTH AND SAFETY REQUIREMENTS**

All employees of the Charity have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Charity to meet its own legal duties and to report any hazardous situations or defective equipment.

## **SMOKING**

All employees, whilst in Tenovus Cancer Care's employment, are required to adhere to the Charity's no smoking policy. Any breach of this policy will be deemed as gross misconduct.

## **WORKING WITH VOLUNTEERS**

All employees, whilst in Tenovus Cancer Care's employment, may be required to recruit and manage volunteers. This is an expectation for all roles at Tenovus and full support will be provided by Tenovus' Volunteering department.

## **EQUAL OPPORTUNITIES**

The Charity is committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment and against customers. All employees are expected to promote equal opportunities for staff and clients in accordance with the Charity's Equal Opportunity Policy and Procedure.

## **VALUES**

The charity works within a culture that reflects the following values – Respectful, Bold, Creative, Supportive and Inspiring. All employees are expected to demonstrate and reflect these values in their

day to day activities.

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience &amp; Knowledge</b>		
Demonstrable experience of Administrative/secretarial/ PA experience in a busy office environment	●	
Experience of working in an administrative role providing a range of administration and support services across multiple teams including remote workers	●	
Line management / supervision experience	●	
Experience of training staff on using systems		●
Excellent knowledge of Microsoft Office Word, Excel, PowerPoint, databases	●	
Knowledge of Microsoft Dynamics		●
Understanding of the voluntary sector		●
Experience of NHS/health care		●
Experience of dealing with people from a wide range of backgrounds.	●	
Development and implementation of administrative procedures and systems.	●	
Experience of collecting, collating and presenting a variety of information in written form	●	
<b>Skills</b>		
Excellent inter-personal and communication skills	●	
Able to plan and organise a varied and busy workload, including handling conflicting priorities and meeting deadlines	●	
Positive ability to approach problems in a logical way to find solutions	●	
Strong attention to detail	●	
Good networking skills and ability to build and sustain strong relationships with a diverse range of people	●	
Willingness to learn with a positive attitude towards new challenges	●	
Ability to develop creative solutions to issues	●	

Ability to show tact and discretion in relation to sensitive /confidential information.	●	
Ability to speak Welsh or commitment to learning		●