



## YPT Senior admin Officer

<b>Salary:</b>	£28,000 per annum
<b>Working hours:</b>	35 hours
<b>Length of contract:</b>	Until end of March 2024, with option to extend dependent on funding.
<b>Reports to:</b>	Head of Young People Thrive
<b>Based at:</b>	Hybrid – home-working and working in our Brent office
<b>Probation period:</b>	2 months
<b>Annual leave:</b>	28 days per annum, excluding bank holidays
<b>Pension payment:</b>	CommUNITY Barnet will make a pension contribution into a workplace pension scheme.

### Overview

CommUNITY Barnet (CB) is a national award-winning community infrastructure and community development charity committed to improving the lives of residents and communities.

Young People Thrive is an emotional and mental health wellbeing service for children, young people, and their families delivered by Community Barnet.

The core purpose of this role is to ensure the smooth running of the Young People Thrive service, through the provision of effective and efficient administrative services for service users, key stakeholders and partner organisations. It encompasses a range of administrative responsibilities that support the day-to-day operations of the business, as well as contributing to its ongoing development.

The ideal candidate will be a confident communicator who enjoys problem solving and forward thinking. They must therefore be comfortable dealing and working with people of all levels.

Attention to detail, accountability and pride in the work they deliver is essential. Good communication skills and high level organisational and time management skills are also a must.

## Job description

### Main duties

- Act as a central point of contact for external and internal callers, making judgements regarding appropriate dissemination of key information.
- Making triage calls to referred clients, to assess risk.
- Ensure referrals are assigned to a practitioner and appointments are booked in a timely manner
- Identifying and escalating at risk patients in a timely manner to the Head of Service.
- Updating patient information within PCMIS (Electronic Patient Record System), ensuring a high level of accuracy.
- Open and sort Young People Thrive emails in a timely manner, and where appropriate, personally prepare and send responses to correspondence.
- Monitoring and actioning project contact lists in a timely manner and within KPIs.
- Ensuring clients are communicated with at the earliest opportunity for any changes to appointments.
- Maintain filing systems (electronic and paper) to ensure effective access to relevant information.
- Participate in project work.
- Assisting with the collation and preparation of project reports
- Propose and implement changes to working practices to reflect the needs of the service.
- Assist with recruitment and selection of staff, as required
- Providing high quality confidential and comprehensive administrative support to the Young People Thrive team.
- Proactively maintain administrative systems as required to support the smooth running of the service.
- Respond to ad-hoc requests for information from other sources as agreed by Head of Service.
- Any other ad hoc duties to support the function of the service and Community Barnet.

### General Responsibilities

- To maintain a professional and confidential approach to work at all times.
- To actively participate in regular supervision sessions and team meetings as requested.
- To be willing to attend appropriate training courses as agreed with your manager.
- Adhere to all of CommUNITY Barnet's policies and working processes including confidentiality, health and safety, complaints, and conduct.
- To contribute to the effective and efficient running of Young People Thrive by awareness and compliance of policies and procedures, including Health and Safety.
- To ensure data is managed in compliance with General Data Protection Regulations.
- To create positive relationships and to treat all staff, volunteers and members of the public with dignity and respect, adhering to Community Barnet's core aims and values, and adhering to equal opportunities and diversity statements and policies.
- To work outside of normal office hours if required to do so to meet the needs of the service.
- To carry out other duties as requested by your team manager.

### **Safeguarding Responsibilities**

- The contract of employment is subject to your completion of a satisfactory enhanced disclosure from the Disclosure and Barring Service.
- Upon commencement of employment, you will be required to undertake safeguarding training.

**GDPR Responsibilities:** You shall comply with all relevant data protection legislation and any CommUNITY Barnet policy regarding data protection when processing personal data in the course of your employment including personal data relating to any employee, supplier or agent of CommUNITY Barnet.

### **Person Specification**

#### **Essential:**

- Experience of working with and dealing with external stakeholders.
- Experience of working in an administrative capacity.
- Excellent customer service skills, including a professional telephone manner.
- Excellent written and spoken communication skills.
- Excellent attention to detail.
- Drive to learn quickly, especially in relation to internal IT applications.
- Ability to work independently as well as part of a team.
- Ability to prioritise workload
- An awareness of and commitment to supporting and facilitating equality, diversity and inclusion
- Willingness to travel, as and when required

**About CommUNITY Barnet** We are an award-winning charity delivering community and development services in several London Boroughs. We support and represent residents and voluntary and community groups, charities and faith groups across London. We have been established for 40 years, and our mission is to help transform local communities, working in partnership with residents, agencies and volunteers.

- We offer a range of information, guidance, training and consultancy services; support partnership working and enable representation in local innovation and development through statutory and community partnerships. Our services include:
  - Community Services
  - Healthwatch
  - Health and wellbeing, including IAPT and mental health wellbeing
  - Organisational Development, including support in governance, fundraising and accounting
  - Creating and developing social enterprise
  - Training, including safeguarding and mental health wellbeing
  - Consultations, through engaging with communities and residents especially those that are seldom heard.