



## The Forward Trust Job Description

<b>Position Title</b>	<b>Administrator</b>	<b>Reports to</b>	<b>Senior Administrator/ Service Manager</b>
<b>Location: Dover</b>			

### Introducing Forward Trust

We are The Forward Trust (formerly RAPt and Blue Sky), the social enterprise with charitable status that empowers people to break the often interlinked cycles of crime and addiction to move forward with their lives. For more than 25 years we have been working with people to build positive and productive lives, whatever their past. We believe that anyone is capable of lasting change. Our services have supported thousands of people to make positive changes and build productive lives with a job, family, friends and a sense of community.

### Role/Team Overview

The Administrator is responsible for providing a comprehensive business administration service to support the work carried by the teams across Dover and East Kent if required. The service is designed to deliver psychosocial interventions, clinical interventions and accredited treatment programmes for those that are identified as having a drug or alcohol problem.

You will be responsible for contributing and monitoring the targets set by Forward and the local commissioners. One of the key targets will be measuring outcomes, so co-operative working relationships with other partner agencies is vital to this role (example clinical teams).

The purpose of this post is to ensure the smooth administration of the service, encompassing some secretarial duties, data entry collection and monitoring systems. This role will be based in Dover although you may be required to cover our other sites throughout the East Kent region in case of sickness etc. Flexibility will be needed and the ability to manage multiple tasks at once will be key.

### Accountabilities

#### Strategy

- To contribute to data collection.
- To use initiative to ensure all administration systems and processes are effective in producing the best possible support for the ISMT.
- Build strong relationships with, and makes full use of the support offered by line management and head-office functions.

#### Service Delivery

- To ensure the collection of relevant statistical data is accurate.

#### Performance Management

- To work with Microsoft Excel, Word, Outlook, Neo360 and ILLY Case Management System.

- To be responsible for answering the general office telephone and dealing with enquiries as appropriate. Using own initiative when dealing with a range of subjects in a courteous and efficient manner, whether in person, writing or telephone, always taking client confidentiality into consideration.
- To assist with filing and maintenance of administration records in an orderly and user-friendly system.
- To co-ordinate and liaise all relevant communications between Head Office and the Project.
- To take minutes in team meetings, in post programme reviews and when required.
- To liaise, where appropriate, with relevant departments, including clinical partners.
- Order stock items and maintain adequate supplies of stationery and other office consumables. Investigate and pursue quotations for management attention. Order individual non-stock items ensuring that Forward standards and Guidance are strictly adhered to. Also to ensure that all office equipment is in working order.
- Engage positively in team meetings and supervision sessions as required.
- Opening and distribution of external and internal post, ensuring outgoing mail is delivered to the post room in a timely manner.
- To maintain confidentiality and data protection principles, raising any issues as appropriate.

## **Departmental Management**

- Support the Service by ensuring all tasks are covered and undertaken to a high standard.

## **Quality and Safety**

- Engage with regular service audits ensuring that any issues are escalated and addressed in a timely manner and good practice is effectively shared throughout the service to ensure continuous improvement.
- Alert the Senior Administrator/Service Manager to any significant risks or problems arising in the course of managing and monitoring the services.
- Abide by all Forward's policies and procedures and encourage others to do the same.
- Work with the highest regard to health, safety and security in the workplace highlighting any risks (potential or actual) to the Service Manager and (where appropriate) the Head of Governance, in accordance with Forward's risk management protocols.
- Ensure that information, including statistical data, for audit, research and reporting purposes, is effectively and efficiently collected, recorded and collated in the assigned area.
- Effectively manage information, particularly confidential information, within statutory duties and in accordance with best practice.
- Promote and ensure departmental compliance with all relevant legal, regulatory, and ethical responsibilities.
- Ensure completion of all relevant Information Governance modules and the completion of any required refreshers annually.
- Keep up to date technically on all relevant matters and strive for continuous professional development.

## **Administration**

- Maintain all Forward Trust databases as required.
- Keep the database up to date and input all necessary records for the benefit of monitoring purposes and, where required, provide head office with regular monitoring figures.
- Input data, as required, into case management systems (Illy, Neo360).

- Help collate the monthly monitoring statistics and producing relevant reports.
- Review the processes and recommend changes to make improvements.

### Systems and Policy

- Work towards Forward's mission and values within current policies and good practice.
- Work within any joint working policies frame-work.

### Other

- Take on other reasonable tasks and responsibilities as deemed appropriate by line management.

## Role Criteria

Below is a list of the criteria required to apply for this role; please address each of these points in your application.

Criteria Requirement	
<b>E</b>	<b>Essential Criteria</b>
<b>D</b>	<b>Desirable Criteria</b>
Criteria Measure	
<b>A</b>	<b>Application</b>
<b>I</b>	<b>Interview</b>

Knowledge, Skills and Experience		
An intermediate certification or demonstrable experience in Microsoft packages.	E	A/I
A minimum of nine months experience of providing administrative support within a large team, demonstrating ability to work in a pressured environment.	E	A/I
Strong experience working with data surrounding drug and alcohol treatment	D	A/I
Experience of accurately collating statistical information, with an attention to detail and report writing.	E	A/I
Experience of developing, implementing or maintaining large databases and managing administrative tasks associated with them.	E	A/I
Excellent written and verbal communication skills, with the ability to deal with people of all levels and to work on own initiative in preparing correspondence.	E	A/I
Previous experience of working within a confidential and/or secure environment.	D	A/I
Personal Attributes		
<b>Proactivity</b> – Quick thinking with a high level use of initiative	E	A/I
<b>Resilience</b> – Solves problems, takes learning on board from mistakes to aid personal and professional growth	E	A/I
<b>Adaptability</b> – Can work in fast-paced changing environments	E	A/I
<b>Confidence</b> – Has confidence in own abilities, has good eye contact and able to communicate clearly and concisely	E	A/I
<b>Team Work</b> – Works in harmony with colleagues to deliver results	E	A/I

<b>Open to Feedback</b> - Open to constructive feedback in order to further develop	E	A/I
<b>Innovative</b> – Continually searching for better ways of working	E	A/I
<b>Qualification</b>		
Business Administration qualification	D	A