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**JOB DESCRIPTION**

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| **Job Title** | **Location** |
| Admin Assistant – Living Options | Croft Communities- Residential and Respite Services  71 Bloomfield Road  Bangor  BT20 4UR |
| **Accountable To** | |
| The Registered Manager. | |
| **The Service** | |
| Croft Communities Residential & Respite service provides residential support to adults with learning disabilities. The Support Worker is part of the team, and the main purpose of their role is to provide care and support to service users with a learning disability to enable them to live happy and fulfilled lives reaching their full potential within their local community.  Mayne House is a residential service in Bangor, Co Down. Mayne House is registered with RQIA to provide residential care to 9 service users with learning disability. The service provides 24 hour tailored care.  Croft Lodge is a seven-bed wheelchair friendly respite unit which provides adults with learning disabilities the opportunity to come and enjoy a break with us. This service provides 24 hour tailored care and allows main carers to avail of a break to recharge. | |
| **Purpose of the Job** | |
| The successful candidate will be responsible for providing clerical and administrative support at Croft Communities Residential & Respite in Bangor. | |
| **Salary/ Hourly Rate** | **Hours of Work** |
| £24,790 per annum (pro rata) | 25 Hours per week  Monday – Friday  (Working pattern can be discussed and agreed further at interview stage) |
| **Closing Date** | **Length of Contract** |
| Friday 24th January 2025 @ 10am | Permanent |

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| **Our Benefits** |
| * Annual Leave 5.6 weeks (pro rata) in each leave year (inclusive of statutory days). This increases to 6.6 weeks after 5 years’ service and 7 weeks after 10 years’ of service. * Paid breaks. * Free on-site parking. * Cycle to work scheme. * Free tea and coffee available. * Investor in People Platinum organisation with commitment to development of employees through paid training and learning opportunities, including RQF Level 3. * Auto-enrolment pension scheme, 5% employee contribution and 4% employer contribution. * Occupational Sick Pay Scheme that increases with length of service. * Employee Assistance Programme including access to 24/7 Doctors support. * Health Cashback Scheme. * Special offers at over 600 leading high street and online retailer. |

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| **Our Vision, Mission and Values** |
| **Our Vision** is an inclusive society for all.  **Our Mission** is to support individuals and families living with disability, autism and brain injury to live the lives they choose.  **Our Values** are **C**ollaboration, **E**quality, **D**ignity, **A**chievement, **R**esilience. |

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| **Key Duties and Responsibilities** |
| **Customer:**   * Deliver administration support and office duties for services within Croft Residential & Respite. * Professionally handle and redirect incoming calls and act as the first line of contact for visitors. * Effective organisation of meetings and events, including room booking, invites, refreshments etc. * Maintain the highest level of confidentiality and trust, as well as adhering to GDPR requirements. * Deliver a customer focused, professional service. * Maintain confidentiality of information. * Ensure all actions and behaviours support our values. * Always promote the Organisation in a positive manner.   **Financial**   * Banking duties, to include transportation of finances when required * Adhere to ISO Financial Management Systems and in accordance Regulatory Bodies * Maintaining adequate levels of stationary, printer consumables and supplies within the allocated budget * Ensure data is accurately maintained for completion of financial reporting systems * Maintain and process petty cash in line with Cedar systems and requirements * Process invoices and purchase orders in line with Cedar Quality Management Systems * Complete returns / monthly reports as required * Accurately record weekly staff attendance and submit summary sheets to Finance & Business Support * Devise and implement organisational systems to ensure that all data is managed effectively and accessible when required * Accurately update internal databases as required (budget, sick leave, Annual leave trackers)   **Internal Processes**   * Adhere to the Cedar Foundation’s policy and procedures within the ISO Quality Management System. * General administration duties as required including mail, scanning, filing, photocopying, archiving, and minute-taking. * Have a good level of competency in Microsoft Office applications, to include Word, Excel and Power-Point * Continually seek better ways of working- demonstrate a commitment to continuous improvement. * Support the organisations strategic aims through achieving individual objectives as agreed. * Effective planning and prioritising of workload * Complete returns / monthly stats as required. * Maintain/update training and development database. * Update/amend staff register as required. * Complete respite usage reports and returns to relevant H&SCT as required * Assist the Registered Manager to maintain records and auditing of service user’s finances within the residential services.   **General**   * Maintain a high level of confidentiality and trust. * Engage positively in team meetings, supervision and appraisal processes. * Ensure high levels of accuracy. * Attend training on a regular basis to ensure that all mandatory and personal training and development needs are met in line with company requirements * To support the Registered Manager with administration tasks * To undertake other relevant duties as may from time to time be assigned. |

*This Job Description is a general outline of the post as it is currently perceived by The Cedar Foundation. It is not intended to be restrictive or definitive. Each member of staff will have an individual work plan agreed with them following appointment to the post, which is aligned to the organisation’s strategic plan. The responsibilities of the post may change in line with continuous improvements as Cedar aims to meet its vision and best respond to the needs of disabled people accessing our services.*

*This recruitment campaign will retain a reserve list for similar posts including fixed term, permanent, full time and part time.*

*The Cedar Foundation is an Equal Opportunity Employer.*

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**PERSONAL SPECIFICATION**

***CRITERIA –*** *all applicants MUST be able to demonstrate either at short-listing or at interview all essential criteria listed below. Applicants should therefore make it clear on their application form whether or not they meet the required criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.*

**Please note - At present The Cedar Foundation does not offer Sponsorship.**

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| **Essential Criteria** | | |
| **Criteria** | | **Assessment** |
| 1. | GCSE English & Math’s Grade A-C or equivalent. | Application/ Conditional offer checks |
| 2. | A minimum of 1 years’ experience in an administration environment. | Application/ Conditional offer checks |
| 3. | NVQ Level 2 Administration or other relevant qualification at this level. | Application / Probationary |
| 4. | Excellent attention to detail and accuracy. | Application / Probationary |
| 5. | Working knowledge of Microsoft Office (Word, Excel, Power-point, Outlook) | Application/ Probationary |

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| **Desirable Criteria** | | |
| **Criteria** | | **Assessment** |
| 1. | Experience of working in a similar/regulated environment. | Application/ Conditional offer checks/Interview |
| 2. | Understanding of ISO Quality Management System. | Application/ Interview/Probationary |

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| **Values Competency** | | |
| **Criteria** | | **Assessment** |
| 1. | **Collaborative** working and the ability to work in a team to deliver our vision and strategic aims | Interview / Probationary |
| 2. | Commitment to building a community that recognises **Equality** and **Diversity** | Interview / Probationary |
| 3. | Ability to support service users to **Achieve** their full potential | Interview / Probationary |
| 4. | Committed to ensuring the provision of high quality person centred services. | Interview / Probationary |
| 5. | Demonstrating **Resilience** to meet the objectives of the job | Interview/ Probationary |

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| **Conditions of Employment** | | |
| **Requirement** | | **Assessment** |
| 1. | The Right to Work in the UK. | Provide original Right to Work documentation |
| 2. | Provide 2 satisfactory references, one being from the most recent employer. | Give the name and contact details of relevant referees and contact the referees to inform them that they will be contacted by us. |
| 3. | Able to fulfil the Occupational Health requirements for the post which includes being physically and mentally fit for the purposes of the work. | Complete and return the Medical Questionnaire and attend an Occupational Health Assessment, if required. |
| 4. | Successful applicants will be required to complete a basic Access NI check. | Complete a basic Access NI Check if a conditional offer is made. |

# **THE CEDAR FOUNDATION IS AN EQUAL OPPORTUNITIES EMPLOYER**