



JOB DESCRIPTION

Job Title: Administrator

The Rehab Group is a charity that provides services for over 20,000 adults and children, and champions the value of diversity and inclusion for people with disabilities or disadvantage in their communities throughout Ireland and the UK.

We work with people with disabilities, people on the autism spectrum, people with mental health difficulties, people who are disadvantaged in some way in the labour market, and people who want a fresh start.

Our VISION is of a charity that champions the value of diversity and inclusion for people with a disability or disadvantage, in their communities. Together, we will constantly learn and seek to provide excellent services to foster and enhance social and economic independence.

Our MISSION is helping the people we serve to be more independent; helping them to contribute to and be more included in their communities; empowering them with the skills and confidence to be active in the workforce; and supporting them to be in charge of their health and wellness.

Our VALUES underpin all we do, shape who we are and how we work with one another, in our organisation and in the community:

Advocacy: Challenge exclusion and promote inclusion

Quality: Strive for excellence in all aspects of our work

Dignity: Respect the unique worth of every person (that includes people who access our services, families, employees and volunteers)

Justice: Act with integrity, honesty, commitment and accountability in everything we do to ensure equity, fairness and transparency

Team Work: Foster an environment that encourages change, growth, trust in our organisation and in partnership with others, working together as one Rehab team

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Region/Department: UK / Momentum	Signature of Job Holder: Date:
Reports To (Title): Contract Manager	Signature of Manager/Supervisor/Head: Approved/Date:
Cost Centre and Job Number:	Evaluated Grade: Date:

1. JOB PURPOSE

Working within a social model of disability, the post holder will be part of a team providing comprehensive, responsive & holistic support and guidance to individuals who have a health condition or disability and individuals who are excluded or who have an addiction issue, to improve their quality of life. This will be carried out by supporting clients to identify barriers to employment, education or training before providing further support to break down these barriers.

The post will provide full secretarial and administrative services within the project.

2. MINIMUM QUALIFICATIONS/EDUCATION/EXPERIENCE/TRAINING/KNOWLEDGE

Formal Education / Training Include any specialised education and qualifications needed to do the job.	<ul style="list-style-type: none"> ▪ Minimum of 3 Standard Grades or equivalent including English (E) ▪ Relevant administration qualification (D)
Work Experience Clarify the minimum years of total work experience and other relevant work experience required to do the job	<ul style="list-style-type: none"> ▪ At least 2 years recent experience within an administration environment (ES) ▪ Experience of working with people with disabilities, health conditions or who are excluded. (D)
Skills and Knowledge Include any specialised skills or knowledge needed for the job.	<ul style="list-style-type: none"> ▪ Sound working knowledge of administration processes. ▪ Ability to deal with complex information. ▪ High standard of oral and written communication. ▪ Ability to deal sensitively with vulnerable individuals. ▪ Good organizational skills. ▪ Computer literate and competent in use of Work, Excel, Email and Internet.

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3. JOB DUTIES AND RESPONSIBILITIES

Explain in not more than **eight points** the principal accountabilities that the job must achieve. Each accountability statement should explain what is being done, to what, why it must be done, the targeted performance level and how to achieve it. For example, develop and recommend (WHAT IS DONE) sales and revenue budget (TO WHAT) to meet planned growth (WHY) on annual basis by 1st January (TARGET) by understanding the external environment and internal business direction (HOW).

Job Area (What is done, and to what, and why)	
1.	Offer general administration support including; all typing/work processing requirements within the programme, handing mail (incoming and outgoing), filing, ordering equipment and stationary, liaising with suppliers and service providers.
2.	Undertake all reception, telephone and other communication duties.
3.	Maintain service user and project records (including budget records), using the relevant database or spreadsheet packages and/or manual systems ensuring confidentiality at all times. This will include weekly compliance checks of client files to ensure we meet contract holder's expectations.
4.	Attend project and other meetings as required for the purpose of minute taking, report compilation and distribution and, as required, to contribute to team initiatives/discussions/programmes.
5.	Maintain project financial systems/processes including; managing petty cash and co-ordination of invoices to be forwarded to head office, ensuring all relevant administration and reporting requirements for this are met within agreed deadlines. This will also include being involved in the completion of monthly claims to contract holders.
6.	Co-ordinate payment of service user allowances/travel expenses.
7.	Make relevant travel/meeting/seminar arrangements on behalf of project staff and others as directed.
8.	Undertake any other reasonable duties in the general context of the above as and when required.

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4. COMMUNICATION AND WORKING RELATIONSHIPS

(Explain the relationships involved with what type of people and what level of communication skills and explain reasons for communications both within and outside the organization with which this job has to interact)

Typical Level of Interaction <i>Select one only</i>	<input checked="" type="checkbox"/> Standard: Typical interaction is to request and provide information. Courtesy, tact and effectiveness are required. <input type="checkbox"/> Advanced: Influence using logic and facts. Communication is important but not critical to the achievement of job objectives. <input type="checkbox"/> Expert: Win the hearts and minds, changing opinion of people. Critical in achieving the job objectives.
Primary Audience (Internal) <i>Identify key parties</i>	<ul style="list-style-type: none"> ▪ Operations Manger, Contract Manager, Glasgow Momentum Programme Team, Finance Dept. ▪ Bridging Service Team.
Level of Audience (Internal) <i>Typical level of audience</i>	<input checked="" type="checkbox"/> Clerical / Operational <input type="checkbox"/> Supervisory / Junior Professional <input type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management
Primary Audience (External) <i>Identify key parties</i>	<ul style="list-style-type: none"> ▪ Clients and their families ▪ Referral Partners ▪ Local Suppliers
Level of Audience (External) <i>Typical level of audience</i>	<input checked="" type="checkbox"/> Clerical / Operational <input type="checkbox"/> Supervisory / Junior Professional <input type="checkbox"/> Middle Management / Seasoned Professional <input type="checkbox"/> Senior / Top Management

5. KEY DIMENSIONS AND RELATED JOB RESULTS

Effective delivery of all aspects of the administration function as detailed above, supporting the smooth running of the project.

6. OPERATING ENVIRONMENT

Mostly office based, there may be a requirement for limited travel to attend events/meetings within Scotland.

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7. KEY COMPETENCIES

A commitment to living the organisational values of Team work, Dignity, Justice, Advocacy and Quality	
Respect for Others (Level D)	<ul style="list-style-type: none"> ▪ You conduct yourself in such a manner as to ensure a working environment that promotes respect and upholds the dignity of all staff members and those who you come into contact with in the course of your work. ▪ You respect and promote the views and wishes of individuals, key people and others. ▪ You respect the individual’s diversity, cultures and values, never discriminating against any individual or condoning discrimination by others. ▪ You are committed to ensuring that equality and diversity are promoted within your organisation, for individuals and for staff members and those who may come into contact with your organisation. ▪ You assist and give appropriate support to enable individuals to understand and exercise their rights.
Building Relationships and Communication (Level C)	<ul style="list-style-type: none"> ▪ You modify your communication approach to suit the needs of a situation/ audience. ▪ You actively listen to the views of others. ▪ You liaise with other groups to gain co-operation. ▪ You negotiate, where necessary, in order to reach a satisfactory outcome. ▪ You maintain a focus on dealing with colleagues and clients in an effective, efficient and respectful manner. ▪ You are assertive and professional when dealing with challenging issues. ▪ You express yourself in a clear and articulate manner when speaking and in writing.
Judgement and Decision Making (Level D)	<ul style="list-style-type: none"> ▪ You approach and deliver all work in a thorough and organised manner. ▪ You follow procedures and protocols, understanding their value and the rationale behind them. ▪ You keep high quality records that are easy for others to understand. ▪ You draw appropriate conclusions from information. ▪ You suggest new ways of doing things better and more efficiently. ▪ You are comfortable working with different types of information, e.g. written, numerical, charts, and carries out calculations such as arithmetic, percentages etc
Planning and Organising (Level C)	<ul style="list-style-type: none"> ▪ You organise your time to enable you to complete work activities according to legal and organisational requirements and to meet individuals’ needs and preferences. ▪ You report on any difficulties you have had in completing your work activities within the allotted timescales and according to individual’s needs and preferences. ▪ You raise these difficulties with the appropriate person. ▪ You balance your own duties and responsibilities with the individual’s needs and preferences

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<p>Management and Delivery of Results (Level D)</p>	<ul style="list-style-type: none"> ▪ You take responsibility for work and see it through to the appropriate next level. ▪ You complete work in a timely manner. ▪ You adapt quickly to new ways of doing things. ▪ You check all work thoroughly to ensure it is completed to a high standard and learn from mistakes. ▪ You write with correct grammar and spelling and draw reasonable conclusions from written instructions. ▪ You identify and appreciate the urgency and importance of different tasks. ▪ You demonstrate initiative and flexibility in ensuring work is delivered. ▪ You are self reliant and use judgment on when to ask manager or colleagues for guidance
<p>Professionalism (Level C)</p>	<ul style="list-style-type: none"> ▪ You maintain clear, accurate, factual and up-to-date records. ▪ You honour your work commitments and when this is not possible, explain why. ▪ You are aware of and understand the boundaries of your role and responsibilities. ▪ You know when to ask for help. ▪ You work, and support colleagues to work in ways that are consistent with the law, regulation and organisational requirements. ▪ You recognise, and demonstrate to colleagues through your practice, the influence your job role and responsibilities may bring and how to use such influence sensitively and responsibly. ▪ You demonstrate that you are honest, trustworthy, reliable and dependable and support colleagues to do the same ▪ You ensure that you honour your work commitments and support colleagues to do the same.

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