Job Title: Administration Manager

SUMMARY OF ROLE
The Administration Manager role is the most senior role within the administration team and is integral to the effective day to day running of Ben Holden Ltd.

The Administration Manager will report directly to the Registered Manager and will work closely with the wider senior management team.

RESPONSIBILITIES / KEY DUTIES

- Leadership, management, supervision and providing 1:1's of the administration team and appropriate delegation of work;
- Managing annual leave and sickness ensuring adequate administration cover;
- Managing any welfare, return to work and disciplinary issues within the admin team with management and HR support;
- Communicate effectively with the management team, the admin team and case managers to promote a positive workplace culture;
- Act as the main point of contact for any complaints, suggestions or queries from case managers regarding the admin team or admin processes;
- Overarching responsibility for excellent standards of work within the admin team including proof reading and quality assurance of documentation which includes detailed health reports;
- Be highly competent in general admin tasks to provide cover to the team in busy periods, or to cover leave and sickness;
- Hold the position of Data Protection Lead within the Company, managing all SAR and data protection breaches;
- Ensuring documents sent externally follow the BHL data protection policy;
- Representing the admin team at management meetings, and when reviewing Company policies and procedures to ensure cohesion of workflow;
- Be involved in Company projects and development;
- Assist with the onboarding of new staff, including co-ordinating inductions and setting up IT equipment;
- Escalating concerns about poor practice with regards to following Company procedures to the appropriate people;
- Responsible for the health and safety of the Alton office, including liaison with the property management company;
- Managing all post/filing/office supplies/confidential waste within the company;
- Managing the office cloud phone including answering and forwarding calls to relevant people, retrieving and actioning voicemails and ensuring phone is re-directed when office is unattended;
- Liaison with suppliers including BT, IT and confidential waste;

Commented [ML1]: Worth putting in full - Data Protection Lead

- Working with the Accounts Administrator to manage the specialist case management software, iinsight;
- Liaison with staff at iinsight to suggest improvements and resolve issues (shared responsibility with Accounts Administrator);
- Oversight of wider IT systems including SharePoint (MS 365 Works), NHS Mail and liaison with the Company's IT supplier for any equipment issues;
- Be the point of contact for assistance to case managers including iinsight support, payment of invoices via BACS or credit card, assistance with templates or other documentation;
- Responsibilities for reviewing, editing, updating and creating new Company policies and procedures relevant to the job role;
- Supporting marketing activities, coordinating website updates and content, compiling newsletters via Mail Chimp and the internal newsletter;
- Management of the fleet of Company vehicles including insurance, repairs and fines;
- Completion of any reasonable tasks as requested by the management team.

Reports to

- The Registered Manager

Location / Flexible Working Options

- This role is office based (Wherstead, Ipswich), occasional home working may be offered if it fits the needs of the business;
- 32 hours per week over 4 or 5 days with flexibility for busy periods.

Person Specification

Essential

- Excellent and proven people management skills;
- Experience of leading and managing a team;
- Excellent written and spoken English to a proof-reading standard;
- Experience of working in administration;
- Willingness to learn new systems and procedures;
- Able to recognise when to step back and when to get involved;
- Excellent IT skills, especially Microsoft Office;
- Willingness to embrace new technology;
- Flexible with working times to work either on different days or overtime if necessary for the needs of the business.

Desirable

- Experience of working in case management and using iinsight;
- Marketing experience;
- HR experience;
- Health & Safety Qualification (IOSH).

Commented [ML2]: Suggest: Excellent written and spoken English to professional proof-reading standard.