

Job Description

Ramsey Respite Centre

Job Title:	Secretary/Admin
Grade:	Secretary / Pay Band 5
Department:	Manx Care
Division:	Children and Families
Location:	Children's Resource Centre - Ramsey Respite Centre
Responsible to:	Centre Manager

Job Purpose

To provide a full range of secretarial and administrative support to Ramsey Respite Centre's staff team in their provision of respite for children with disabilities and their families. The role calls for confidentiality, discretion, adaptability and flexibility, whilst sometimes carrying out routine and repetitive tasks. Resilience and a willingness to go that extra mile are essential to the role.

Main duties and responsibilities

1. Meetings and Minutes – Attend, contribute to and minute staff meetings on a bi-weekly basis. Provide an agenda for staff meetings. Prepare agenda for and minute weekly Respite Management meetings. Minute meetings relating to complaints and concerns and staff disciplinary. Minute Child with Complex and Need Reviews, Transitional Reviews and Planning Meetings for young people attending the Centres as and when required. Maintain a diary of meetings booked at Ramsey Respite Centre and ensure the meeting room is ready and refreshments available.
2. Drafting letters, notes, reports and submissions – Answer enquiries of a routine nature or providing information from collated data (document would be sent out without prior checking or authorisation at a more senior level). Provide information for Registrations and Inspections as well as the management team (both Centre Management and at higher levels). Prepare business proposals and other supporting documentation when required.

3. Provide Information – Production of bed occupancy and day care information sheets used by the staff. Ensure they are kept up to date and accurate. Provide statistical information on the Centre’s usage. Complete data information for the Monthly Data sheets and provide supportive information.
4. Computer Liaison Officer – Be the first point of contact for Centre staff with computer problems, providing basic problem solving where possible and acting as liaison between the Centre’s staff members and GTS. Responsible for reporting printer faults and ordering printer cartridges. Provide on the job training, advice and support to staff members using the computers. Provide initial computer security training to new staff members and submitting the necessary paperwork to ICT. Support the Centre’s management team on the promotion of electronic recording.
5. Finance – Check invoices and prepare them for payment. Responsible for handling and checking cash (housekeeping and activity funds), including making requests for petty cash reimbursement, getting cash from the bank and making payments into the Government Bank Account. Working alongside Senior Respite Support Worker/Centre Manager to provide weekly checks and producing month end information. Maintain a ledger of the Amenities Fund expenditure and income. Hold a purchase card and be aware of the regulations for its use.
6. Checking and Inputting Information – Check timesheets submitted by team members and deal with enquiries. Complete the official summary sheet taking the information from the timesheets to meet the deadline. Ensure staff attendance records are up to date including the Time Owing record. Calculate the accrued annual leave for relief team members and inform permanent staff when they have an annual leave increment. Answer queries relating to timesheets etc. Proof read documentation for staff members
7. Ensuring Centre Records are up to date – input information on the Centre’s Training Matrix and the Manx Care Training Matrix to ensure the information is accurate and times. Keep a check on the DBS records for staff and remind them when they are due to renew their DBS. To support DBS applications and be the “checker” as required.
8. Data Protection, GDPR and Freedom of Information – Act as the Centres’ champion for the Department’s Corporate Information Classification Policy. Liaise with the Department’s Records and Information Manager on matters of data protection and confidentiality. To support staff regarding data breaches. To provide information following a request for data disclosure.
9. Archiving – Ensure completed documents are scanned and archived following Manx Care and Isle of Man Government’s retention policies and procedures.
10. Word processing – Copy typing and word processing, often typing what is being dictated.

11. Telephone/Reception/Room Bookings - Receive personal callers - clients arriving for appointments etc. Intercepting incoming calls, taking messages and/or referring calls etc, where appropriate; answering general enquiries. Maintaining office diary system for room bookings/meetings/appointments etc.
12. Mail and Correspondence – Open, sort and distribute incoming mail and posting outgoing mail. Circular letters are personalised where possible by use of mail merge. Ensure letters are sent out to parents/carers whenever there is a change to service provision (eg new starter, one-off change, block stay).
13. Filing - Responsible for maintaining filing systems
14. Training – Attend all training relevant to both the administrative/secretarial role and the business of the Respite Centre (eg Medication Administration, Safer People Handling, Paediatric First Aid).
15. Supporting colleagues – Provide hands-on support to colleagues and young people when required by the Centre Manager or Senior RSWs, eg be second for Medication Administration, drive the Centre’s vehicles and operation moving and handling equipment alongside a colleague.
16. Health & Safety – Carry out weekly fire alarm tests, weekly water temperature checks, monthly emergency lighting, monthly fire extinguisher checks etc.
17. Other ad hoc secretarial/administrative duties appropriate to the grade as required, including providing secretarial/administrative support for Children and Families Division

Job Competencies

Leading and Working Together	Level A
Communicating and Influencing	Level B
Achieving Results	Level A
Delivering a Quality Service	Level B
Changing and Learning	Level A
Showing Commitment and Resilience	Level B

Review

The post holder is expected to be flexible and be prepared to carry out any similar related tasks that do not fall within the duties outlined. The job description is intended to be flexible and may be reviewed from time to time in consultation with the post holder.

Confidentiality

All staff are requested to respect confidentiality of all matters they may learn relating to their employment, other members of staff and to the general public. All staff are expected also to respect the requirements of the Data Protection, FOI and SAR legislation.

Health & Safety

It is the duty of every employee to take reasonable care for the Health & Safety of themselves and others including the use of necessary devices and protective clothing and co-operate with management in meeting its responsibilities under the Health & Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in the area may result in disciplinary action being taken.

Management of Risk

All employees are required to participate in the Hospital's Accident/Incident Reporting System and to comply with the Hospital's procedures and techniques for managing risks.

Working Relationships

The post holder is expected to maintain a good working relationship with other members of the Centre staff.

Disciplinary and Appeals Procedure

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

This Job Description is subject to change in accordance with organisational and service developments and will be reviewed at regular intervals with the post holder. You may be expected to undertake any other duties appropriate to the sphere of responsibility.

Person Specification

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
GCSE English Language at grade C (4) or above or equivalent qualification.	D	CV
Hold an acceptable external qualification in text processing (eg OCR Text Production (Advanced) distinction or RSA II Text Processing Part 1 (with distinction) or pass the Civil Service Typewriting Grading Test.	E	CV/Pre-employment checks
Experience		
Previous experience in a secretarial/business support role	D	CV/Interview
Knowledge & Skills		
Word Processing accuracy	E	Interview
Good IT skills particularly in respect of word processing, working knowledge of Microsoft Office applications	E	Interview
Good numeracy including money handling	E	Interview
Good customer service and communication skills	E	Interview
Ability to prioritize workload	E	Interview
Good organizational and interpersonal skills	E	Interview
Flexible approach to multi-tasking within a social care environment.	E	Interview
Disposition		
Ability to work independently and as part of a team	E	Interview
Ability to remain calm under pressure	E	Interview
Reliability.	E	Interview
Attention to detail and accuracy	E	Interview

Able to maintain confidentiality, tact and discretion	E	Interview
To be responsible and accountable for the quality of your work	E	Interview
The desire to take pride in your work and show a respectful commitment to children with additional needs and their families	E	Interview
Enthusiasm and commitment to learning new skills	E	Interview
Ability to maintain concentration especially at times when the area is busy/noisy	E	Interview
Willingness to work outside standard office work to support colleagues in providing a high level of support	E	Interview
Circumstances/Interests		
Be prepared to undertake further training and development.	E	Interview
Isle of Man worker	D	Application
Full Driving Licence	E	Pre-employment Checks
Satisfactory DBS check	E	Pre-employment checks