

**INSPIRE COMMUNITY TRUST**

**JOB DESCRIPTION**

**ADMINISTRATIVE ASSISTANT**

**ICES EQUIPMENT LOAN SERVICE**

**Type of Contract: Permanent**

**Hours per week: Part-time – 12 hours per week worked over two days( with occasional flexibility / extra hours as requested by the Service Manager)**

**Salary: £ 9.47 per hour**

**Employed by: Inspire Community Trust**

**Responsible to: Associate Manager**

**Purpose of Job**

To provide administrative assistance to the ICES admin team and Store-Co coordinator, dealing with equipment referrals via TCES system & Prescriber and Service Users queries either by Telephone/E mail or in person.

To Manifest (schedule) work load for Inspire Drivers on a daily basis.

**Main Duties and Responsibilities**

**1. Administration**

1.1 To answer telephone and progress requests as appropriate.

1.2 To Pick up calls from unmanned extensions & check voice mail of own & other extensions when necessary & respond as appropriate.

Ensure out of office message is current & change as necessary.

1.3 To carry out general filing, photocopying, and batch papers up for scanning or shredding.

1.4 To assist personal callers to the Equipment Service.

1.5 To monitor door entry & give access to delivery drivers when no one available in warehouse.

1.6 To input sub store data onto Procloud System & ensure delivery is manifested for agreed days.

1.7 To update access database for the Maintenance of Mobile Hoists, Bathlifts, Rise/Recline Chairs, Hospital Beds & Electric Leg Lifters.

1.8 Monitor & respond to E mails to own account & EDL Box.

1.9 By use of Procloud IT system Manifest (schedule) equipment in for delivery or collections with Service User or Representative, taking into account any Priority levels & instructions notified by the Prescriber.

1.10 Add exception in case of no reply or other request such as Deliver after Target Date.

1.11 Add further instructions into Activity and or Internal notes as necessary.

1.12 Add new Service User to Procloud and enter equipment requests ‘On Behalf of’ if Prescriber is not set up on TCES. Send TCES registration form to enable Prescriber to have an account set up.

1.13 Raise collections of equipment on Procloud as requested.

1.14 To carry out regular ‘Housekeeping’ on Procloud & Microsoft.

**2. Communication**

2.1 To liaise with service prescribers, equipment suppliers and service users efficiently and to ensure their requests are understood and processed within the agreed time scale.

2.2 To ensure that all client information is accurately documented onto the Procloud IT System.

2.3 To liaise with other team members to ensure tasks are being carried out efficiently, and to avoid duplication of data.

2.4 To make effective use of IT systems and to respond to e-mail requests in a timely manner.

2.5 To liaise with Store Co-ordinator to ensure equipment is available to complete requisition, or to alert that equipment has gone onto waiting list.

2.6 To agree with Service User or Representative at time of manifesting that a service questionnaire with prepaid envelope can be left by driver for completion & return.

2.7 Ensure sufficient supply of questionnaire & Prepaid envelopes are available.

2.8 To become familiar with Dash Board & Monitoring Data.

**3. General**

3.1 To communicate with colleagues, service users and visitors in a polite and courteous manner at all times.

3.2 To have responsibility for the health & safety and welfare of self and others and to comply at all times with Health & Safety regulations.

3.3 To ensure confidentiality at all times.

3.4 To comply with Inspires’ and commissioners’ policies on diversity, the consumption of alcohol and non-smoking.

3.5 To comply with the requirements of the Data Protection Act 1998

3.6 To attend any training or induction course as necessary.

3.7 To work with Inspire’s Equality and Diversity Agenda by: Being aware of unlawful discrimination, and promoting equality of opportunity and good relations between people of different groups.

3.8 Maintaining an inclusive approach to work and embedding equality and diversity into all work activities.

3.9 You may on occasion be asked to amend working hours & may be asked to provide admin cover for weekends & some bank holiday.

3.10 To assist Store Co-Ordinator with Bi Annual Stocktakes if required.

3.11 To carry out any other reasonable tasks as requested by the Service Manager.

**PERSON SPECIFICATION**

**Administrative Assistant – ICES Service**

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|  | **Essential** | **Desirable** | **How Tested** |
| **Education, Qualifications and Training** | Educated to GCSE standard – A-C pass in English & Maths |  | Application Form  Certificates |
| **Experience** | 2 years’ work in administrative role | Previous work in health or social care organisation | Application Form  Interview |
| **Skills and Abilities** | Good verbal and written communication skills.  Ability to work under pressure and to adhere to deadlines.  Ability to follow verbal and written instruction.  Punctual.  Abel to work as part of a close knit team. |  | Interview |
| **Knowledge** | IT system | Microsoft Outlook, Excel & Access | Interview |
| **Personal Attributes**  **(demonstrable)** | Well-presented  Enthusiastic  Quick learner  Reliable  Attention to detail and accuracy  Ability to communicate in a caring and sympathetic manner with distressed clients  Empathetic |  | Interview  References  Test |