

<b>Job Title:</b>	Senior Admin Officer
<b>Reports to:</b>	Practical Services Manager
<b>Responsible for:</b>	Practical Services Team
<b>Department:</b>	Care & Repair
<b>Hours:</b>	Full Time (35 hours per week)
<b>Salary:</b>	£31,786 per annum

### **About Cwm Taf Care & Repair**

Care & Repair is the older persons champion in Wales and actively works to ensure that all older people have homes that are safe, secure and appropriate to their needs. Cwm Taf Care & Repair is a not-for-profit organisation that is a wholly owned subsidiary of Cynon Taf Community Housing Group. The agency is funded by Welsh Government, Rhondda Cynon Taf County Borough Council, Merthyr Tydfil County Borough Council and Cwm Taf Morgannwg University Health Board. Our role is to provide a free support and advice service for older and disabled people that assists the clients choice to remain living in their home. A client led, individually tailored package of support will be identified and delivered by an experienced team of Case Officers and Technical Officers with the aim of ensuring clients remain in their own homes with greater independence, warmth, security and safety

Above all, we are a people-based organisation, passionate about providing great services and support, being a good employer, and a respected partner in our region and across Wales.

### **Main Purpose of the Role**

- To line manage our team of project assistants ensuring referrals are processed and completed in line with timescales set, ensuring budgets are monitored and data is recorded efficiently and accurately
- To provide financial assistance to the Finance Manager and assist with the management of our financial systems (experience of using Xero is desirable)
- To provide an efficient and effective administrative service to our clients, partners and stakeholders.
- To establish and maintain appropriate office and record keeping procedures, having regard to the information requirements of the Agency, Care & Repair Cymru and the Welsh Government.

- To contribute towards promoting and expanding the activities of the Agency in accordance with their aims and objectives, and in accordance with equal opportunities policy and practice.

### **Key Responsibilities**

- Line Manager responsibilities to a team of project assistants ensuring regular support meetings are completed in line with our performance framework.
- Financial assistant duties to include processing/monitoring of purchase and sales invoices
- To assist the Practical Services Manager in the day to day running of the office, to include ordering goods/arranging deliveries.
- Providing administration support to deliver services to clients across Cwm Taf ensuring that the agency telephones and office are available to the public within opening hours.
- Establish and maintain office procedures, including case records, both manually and on the database and carrying out general administration, data inputting and financial recording.
- Maintaining and monitoring relevant service projects in line with service level agreement i.e Rapid Response Adaptations Programme, Enable, Target Hardening etc
- To maintain good relations, by telephone and other contacts, with clients, contractors and workers from other statutory and voluntary agencies.
- To keep a record of all enquiries received including completion of all works to meet audit requirements and Advice & Quality Standards.
- Keep up to date with developments in the relevant fields of work through attendance at courses, seminars and conferences as agreed by the Practical Services Manager or Chief Officer.
- Update agency database as appropriate.
- Takes personal responsibility within organisational boundaries for the reasonable care of their own health and safety and that of others around them and co-operates with Cynon Taf Community Housing Group on all relevant Health and Safety issues.
- Carry out other specific tasks that may be reasonably required, from time to time, by the Practical Services Manager or otherwise under the authority of the Chief Officer.

### **Key Measures of Performance**

- To ensure the referrals inbox is managed daily
- To ensure referrals are dealt with promptly after receipt - 1-3 working days
- To ensure referrals are dealt with in line with hospital discharge dates
- To ensure that works are completed within 15 working days and completed works forms or invoices are received

- To be responsible for recording invoices and working with our Finance Manager to control payments
- To ensure that all clients who have received works from us receive a customer satisfaction telephone call when closing the job down and this is recorded appropriately.
- To ensure that processes for all service areas are adhered to. i.e. Rapid Response Adaptations Programme, Enable, Housing Care Funding, Target Hardening Services etc
- Ensuring all information is recorded timely and accurately and to assist with Management team with reports.
- To be responsible for monthly work outstanding reports and ensure they are dealt with swiftly to prevent any delays
- To attend and hold bimonthly / quarterly team meetings
- To attend and provide 4 support meetings per year
- To attend local and national meetings, where requested
- To attend national & local training as requested
- To remove computerised and paper files on a yearly basis in line with the agency Data Retention policy.
- To ensure the Advice & Quality Standards manual is adhered to
- To endeavour to resolve clients concerns informally and swiftly in line with the agency complaints policy.
- To ensure any delays relating to contractor performance that will impact on client services is fed back to the Technical Manager
- To attend events and networking
- Maintaining accurate records of all client interactions, adhering to professionalism, commercial confidentiality and GDPR.
- To ensure that all relevant referrals are completed in line with Welsh government and local requirements including equality information
- To assist the Practical Services Manager in monitoring budgets and any concerns brought to the attention of a manager

## **Key Capabilities**

- Line Management Skills
- Financial Skills, budget monitoring/invoices
- Organisational Skills
- Time Management skills
- Customer service expertise (AQS)
- Performance management
- IT Skills
- Communication Skills
- Knowledge & understanding
- Professional confidence & competence

## **Person Specification**

All our staff are expected to commit to and exhibit values, attitudes and behaviours that contribute positively to our vision and mission and the values set out in our organisational Values (see Annex 1).

## **Key Attributes**

- Business skills – understanding of business operations, policies and processes.
- People skills – ability to understand, build relationships with and work productively with a broad spectrum of people and a strong understanding of working with older people
- Commercial focus – drive to sell and deliver profitable work which clients really value
- Comfortable in ambiguity – at ease with the challenges in complex, changing situations and working with clients who face similar challenges
- Balanced self-assurance - confidence in own abilities, able to provide friendly challenge, tempered with humility and the desire to improve and develop
- Development oriented - constant focus on self-development and openness to new approaches and ways of working
- Pro-active attitude – able to adapt to challenges and can work independently to deliver against agreed targets and outcomes.
- Highly organised with the ability to communicate confidently at all levels.
- Purpose-driven - with a passion for Care & Repair and our mission, our purpose, our clients and our way of working together with a strong underlying motivation to achieve a warm and secure home for all older people.
- Change focused - experience of organisational change through positive influence, challenging perceptions and making evidence based recommendations.

## **Technical Abilities**

- 5 GCSEs or above or equivalent experience
- Financial qualification or equivalent experience - experience of using Xero is desirable
- Previous experience of a supervisory/line manager role in a fast paced environment
- Understanding of what excellent customer service looks like meeting standards to Advice & Quality Standards (AQS)
- Able to create high quality material on key Microsoft Office packages – Excel, Word, Teams and PowerPoint
- Able to use all key virtual meeting and messaging platforms independently and effectively – e.g., Teams, Zoom
- Experience of using Case Management systems/ Finance systems
- Able to become proficient swiftly and confidently with new platforms / systems as required, for example to support new digital learning products.
- Understands relevant organisational goals, and looks to achieve own targets and standards within this structure

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- demonstrates appropriate range and level of skills and knowledge for the role, including good literacy and numeracy, principles of administration and experience of reception or administrative work
- Confident at building effective relationships with a wide range of individuals and organisations

### **Desirable**

It would also be beneficial for the post holder to;

- Have an understanding and practical experience of Equality and Diversity, Agile Working, Culture Change, Change Management and Modern Working practices.
- Ability to speak and write Welsh
- Experience in using PowerBi

## **Annex 1**

### **Our Vision**

Healthy valleys communities where everyone feels connected, supported and hopeful about the future

### **Our Mission**

To provide quality homes for current and future generations and be an inspiring, trusted community partner and employer

### **Our Values**

- **We are committed**

We are kind and care about making a positive difference for our tenants, communities and people

- **We are respectful**

We believe we can only work well together if we respect each other

- **We show integrity**

We work hard to earn trust by being clear, honest and responsible for our actions