**Job Profile**

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| Job Title: | Admin Assistant | Location/Service: | Meadow View |
| Department: | Admin | Reports To: | Senior Secretary |
| Responsible For: | Click or tap here to enter text. | Budgetary Responsibility: | N/A |
| Level of DBS Check Required: | Standard/Basic | Expected Regulatory Responsibility: | N/A |
| Does the role require travel to multiple sites? | No |
| Purpose: | | | |
| Responsibilities will involve carrying out general administrative duties for our busy team. The role involves contact with colleagues, people we support, enquirers and visitors. You will be supervised to undertake a range of administrative duties. This is an important role that will require a degree of flexibility. You will be dealing with records management, enquiries in person and by telephone, using IT systems to record, store and access and present information on request, managing mail and cover reception and mail duties if required and other administrative tasks as required dependent on the needs of the service. | | | |
| **Key Role Responsibilities/Accountabilities:** | | | |
| Click or tap here to enter text.  1 To attend for work reliably and punctually.  2 To attend and participate fully in all training as required.  3 To work to the standards set out in the Hesley Group Code of Conduct for Employees, which includes respect for other people, confidentiality and data protection and equality matters.  4 To communicate effectively with stakeholders, external and internal to the company, by dealing with any enquiries efficiently and sensitively in order to provide contacts with a good service and a positive experience of Hesley Group.  5 To enter, store and find information in computerised and paper-based filing systems so that files are always kept up to date and information can be easily found.  6 To contribute to making the service and other areas of Hesley Group with whom you have contact as effective and efficient as possible by prioritising and completing tasks in a timely manner.  7 To contribute to a good working environment by communicating effectively with your colleagues, actively seeking and giving information and working at all times to the Data Protection Act 2020.  8 Engage with a process of supervision, support and constructive feedback from your line manager, aimed at developing your performance and the quality of relationships. Identify any training or learning that you feel will help you to develop your performance.  9 If required to do so, to deal with mail as per the procedure set out for the service, maintaining the appropriate levels of confidentiality. This includes receiving, sorting and distributing incoming mail promptly and preparing and dispatching mail at the appropriate time at the end of each day.  10 To carry out, as and when required, any additional tasks and responsibilities as are reasonably compatible with this job description and its objectives.  N.B. The post holder may be expected to undertake additional responsibilities that are reasonably required, appropriate to grade and capability. This job description will be regularly reviewed, involving the post holder, to ensure that it continues to reflect service priorities and developments. | | | |
| Legal and Statutory Responsibilities for all Colleagues: | | | |
| Safeguarding: All colleagues have a duty to maintain a basic level of understanding of safeguarding, signs of  neglect or abuse and how to raise a safeguarding concern as outlined in the organisations Safeguarding and  Whistleblowing policies.  Health & Safety: All colleagues have a duty to take reasonable care for the health and safety of themselves and others. This includes contributing to a safe and secure environment for the people who use our services.  Training Compliance: All colleagues are responsible for maintaining compliance with all mandatory training required for the specific job role they undertake or service they work in, any required qualifications and maintaining any required professional registrations to ensure professional skills and knowledge remain up to date.  Information Governance: All colleagues have a duty to main the confidentiality and integrity of any sensitive or personal data that they access or use within their role.  Diversity and Inclusion: All colleagues are expected to contribute to the development of an inclusive workplace and treat others with dignity and respect at all times.  Line Management: Roles with line management responsibility are expected to ensure all direct reports, and teams they oversee, receive the appropriate levels of supervision and have an annual performance review and contribute to a culture of continuous improvement and development. | | | |
| Person Specification: | | | |
| * Click or tap here to enter text.  |  |  |  |  | | --- | --- | --- | --- | | **Knowledge** | | Essential | Desirable | | **1** | **Knowledge of commonly used IT software such as Microsoft Word, Outlook, Excel.** | **🗸** |  | | **2** | **Knowledge of safe working practice.** | **🗸** |  | | **Skills and Abilities** | |  |  | | **1** | **Ability to attend work punctually and reliably.** | **🗸** |  | | **2** | **Ability to communicate effectively with a wide range of other people.** | **🗸** |  | | **3** | **Ability to produce good quality work and maintain positive relationships with other staff whilst working in a busy environment.** | **🗸** |  | | **4** | **Ability to deal with all external and internal callers in a welcoming and helpful manner.** | **🗸** |  | | 5 | Ability to deal appropriately with new or difficult situations. |  | **🗸** | | **6** | **Ability to use commonly used IT software, such as Microsoft Word, Outlook, Excel.** | **🗸** |  | | **7** | **Ability to use database applications competently, with appropriate training.** | **🗸** |  | | **8** | **Ability to enter data accurately.** | **🗸** |  | | **9** | **Ability to use a range of office equipment including fax, photocopier, etc.** | **🗸** |  | | 10 | Ability to maintain an accurate and up-to-date filing system (paper and computer-based). |  | **🗸** | | **11** | **Ability to maintain confidentiality as set out in the Data Protection Act 2020.** | **🗸** |  |  |  |  |  |  | | --- | --- | --- | --- | |  |  | Essential | Desirable | | **Qualifications** | |  |  | | 1 | GCSE English and Maths (or equivalent level). |  | **🗸** | | 2 | Level 2 or equivalent in use of IT applications. |  | **🗸** | | **Experience** | |  |  | | 1 | Experience of working as an effective team member in an office environment. |  | **🗸** | | **2** | **Experience of using equipment such as computer, printer, photocopier, scanner, etc.** | **🗸** |  | | **3** | **Experience of using positive communication whilst interacting with other people.** | **🗸** |  | | **4** | **Ability to work to priorities in an organised and efficient manner.** | **🗸** |  | | | | |
| Our Values and Key Attributes: | | | |
| All colleagues are expected to operate in line with our Values and Behaviour Framework at all times. The framework outlines our core values and the behaviours that we consider to uphold each of our values, as well as universal attributes we consider to underpin everything we do.  Our Values  A black and orange text  Description automatically generated  We put the people we support, families and colleagues at the centre of all we do.  A black background with blue text  Description automatically generated  We recognise that quality comes from our commitment to best practice, improvement and learning; not just compliance.  A blue circle with a white house in the middle  Description automatically generated  A pink and black sign with text  Description automatically generatedWe are passionate about improving lives and work together to enable the people we support to achieve their aspirations.  We embrace a culture of trust and safety so that each of us can perform to our best and thrive.  Universal Attributes  A close-up of a logo  Description automatically generated  Communication is a two-way street; as well as honesty, we actively listen so we can  understand the needs and views of others.  A close-up of a logo  Description automatically generated  Good collaboration between individuals strengthens the team as a whole, enabling  us to share ideas, encouraging others to adopt new skills, while learning from others  ourselves.  A close up of a sign  Description automatically generated  By taking a non-judgmental approach, we can demonstrate empathy and be seen  as approachable, while respecting the culture and opinions of our peers.  A close up of a logo  Description automatically generated  We are accountable for our own actions, and by sharing the lessons we learn in our  working lives, we do things better individually and more broadly as an organisation. | | | |

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| **Last Updated By:** | Jill Queen | **Date:** | 06/08/2025 |