



**Waythrough**

## Job Description

Job Title:	Administrator
Job Grade:	A2
Reports to:	Team Manager
Direct reports:	N/A
Clearance required:	Enhanced DBS
Key stakeholders:	All employees/ managers, service users, visitors, external stakeholders

### Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Thanks for bearing with us – and don't forget to check out the Waythrough jobs on the Richmond Fellowship and Aquarius job site [https://recoveryfocus.wd3.myworkdayjobs.com/Recovery\\_Focus\\_Careers](https://recoveryfocus.wd3.myworkdayjobs.com/Recovery_Focus_Careers).

### Job Purpose



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To provide the full range of administrative support to your service, ensuring the service operates efficiently and effectively on a day-to-day basis.

### Key accountabilities:

1.	Act as the first point of contact for clients and visitors to the service and coordinate timely responses to enquiries made via telephone, email, text and website.
2.	Ensure everyone contacting the service is welcomed, supported and where appropriate signposted to service staff and/or relevant partners.
3.	Provide a positive first contact for those contacting the service by telephone, utilising the service referral pathway to identify and action appropriate next steps including options such as booking an assessment appointment, accessing a duty worker or signposting.
4.	Where relevant contribute to maintaining and monitoring the service lone working system within recovery centres and where applicable community delivery venues.
5.	Where relevant identify, facilitate and organise use of community outreach and satellite sites for service provision.
6.	Maintain electronic and manual appointment systems and complete referral information as appropriate.



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7.	Ensure a high standard of accuracy for data entry, using computerised recording systems and packages such as Excel, Access, Theseus and other databases within required deadlines.
8.	Where relevant lead on the coordination of room bookings, including preparation of meeting/training rooms and organisation of refreshments as requested.
9.	Attend meetings and take minutes when required.
10.	Understand service and organisational quality standards and audit requirements, including the need to ensure information is collected and recorded in accordance with quality and audit requirements.
11.	Understand and be able to work within a quality assurance system on a day-to-day basis.
12.	Understand performance indicators for the service and assist with the collection and presenting of data, providing evidence that performance indicators have been met.
13.	Maintain accurate, up to date records and work in accordance with organisational guidelines and procedures.
14.	Be responsible for service good housekeeping, ensuring that equipment, stock levels and general stationary supplies are maintained at an adequate level to enable effective service delivery.
15.	Support an effective petty cash system for the service including maintaining accurate petty cash records.



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16.	Assist the service team in the coordination and planning of campaigns, events and specific projects.
17.	Where relevant provide support and cover for colleagues ensuring that clinical prescriptions are prepared and printed in a timely manner.
18.	Undertake continuing professional development including participating in performance reviews and attending training as/when required .
19.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework .
20.	Keep abreast of policy and professional development within your area of professional expertise.
21.	To promote, adhere to and live our workplace values of being honest, committed and inventive.

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.



## Person Specification

Technical/ Professional Qualifications	Essential or Desirable
NVQ 2 in business administration (or equivalent) or demonstrable related experience.	E
Skills	Essential or Desirable
Proficient in Microsoft Outlook Office programmes	E
Administrative skills, including experience of working within electronic monitoring and recording systems.	E
Ability to collate and disseminate information.	E
Knowledge/ Previous Experience	Essential or Desirable



Previous experience in a customer facing administrative role.		E
Knowledge of quality systems and audit requirements.		E
Experience in cash handling, petty cash reconciliation and generic admin duties.		E
Competencies		
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.	
Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.	

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## Person Specification

Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.
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Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind’s reputation within the industry, becoming a “provider of choice” recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.