

Job Title	Administrator
Function	Operations
Department/Team	Tower House
Reports to	Service Manager
Direct Reports	0
Dimensions (budget, people span of control)	Not Applicable
DBS Check Level Required	Adult
Grade/Job Evaluation Level	B20
Salary Banding	Individual Contributor A
Created/Reviewed date	January 2025

You will be working for

(Description of Waythrough and specifics of Service/Function/Office)

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship (RF). Aquarius supports people in the Midlands affected by substance use or gambling. It was a subsidiary of Richmond Fellowship and is now a subsidiary of Waythrough.

We are specialists in mental health, alcohol, drugs and related areas. We provide high quality, evidence-based services, which are designed around the needs of the people we support. Our vision is to break down the barriers that stop people getting the support they need to live a life they value.

Our values underpin everything we do – from how we work together through to how we design and deliver services. All our work to fulfil this vision is strengthened by our values.

- **Kindness:** be generous, caring and compassionate.
- **Courage:** be bold, trust, commit.
- **Respect:** everyone deserves dignity.

Description of Service

Tower House is a 24 hour supported housing service based in Chester. Here we help individuals with mental health problems to manager their accommodation and assist with reintegration back into independent living and the wider community.

Purpose of the Role

- To work closely with the Service Manager to devise and implement administrative and financial systems, in accordance with the policies of Waythrough.

Key Accountabilities

(List of accountabilities specific to this role)

Finance

- Maintain efficient and up to date records of all financial transactions, including petty cash systems and client funds.
- Compile and submit all returns to Head Office or other agencies, as directed by the Service Manager.
- Process all claims for the funding of clients, ensuring the prompt collection of fees, and the maintenance of all records.
- Handle all cash transactions, and pay in and withdraw monies from the bank, as required.
- Deal promptly with the issuing and payment of invoices.
- Check all completed monthly expenses and extra hours from staff before sending for approval.
- Liaise with all Head Office departments, particularly Finance, as required to ensure the issuing and payments of invoices.
- Provide information to assist in budget preparation.
- Provide analysis of expenditure, as required, by the Service Manager.
- Assist staff in the provision of support/training to residents concerning budgeting, and other matters as appropriate.
- Liaise with benefit agencies to ensure appropriate levels of payments as necessary.
- Obtain quotation from suppliers and make purchases based on a value for money structure.
- Check records against those issued by Head Office and advise line management of any discrepancies and take steps to identify the source of any discrepancies

General Accountabilities

(List of accountabilities applicable to all roles)

Administration

- Revise, maintain and update all filing systems.
- Answer and respond to all initial enquiries from outside agencies or prospective residents.
- Maintain holiday records and all other internal administration systems.
- Co-ordinate the taking and passing on of internal and external messages.
- Provide telephone reception.
- Maintain and update the service diary.
- Maintain and update all Project information resources.
- Plan for and purchase all office and cleaning supplies and first aid equipment.
- Assist in the preparation of written reports, having due regard for confidentiality.
- Provide typing and word processing support for the staff team as necessary.
- Co-ordinate the induction of new residents into the service, and to ensure that all documentation is completed for residents leaving the service.
- Make returns to outside agencies as directed by line management.

General Tasks

- Take and distribute minutes of meetings as required.
- Co-ordinate and attend staff meetings, staff support groups and service meetings.
- Co-ordinate and prepare for all meetings at the service as required.

Supervision and Training

- Accept regular support and supervision from line manager.
- Attend training courses and events when required.
- Be prepared to undertake NVQ training.

Equal Opportunities

- Adhere to and promote the Waythrough Equal Opportunities and Diversity Policies.

Please note:

- This job description may be varied from time to time as agreed by the post holder and line manager.
- This job description is subject to annual review.

Person Specification

Qualifications	Essential or Desirable
Not applicable for this role	

Skills	Essential or Desirable
Good verbal communications skills and an ability to relate to a wide range of people.	Essential
Good keyboard skills.	Essential
Good IT skills; Microsoft Office.	Essential
Good numeracy skills, accuracy, efficiency and ability to work under pressure.	Essential
Ability to co-ordinate and prioritise own workload.	Essential
Knowledge of email systems.	Desirable
An understanding of welfare benefits systems.	Desirable

Experience	Essential or Desirable
At least 12 months administrative and/or secretarial experience.	Essential
Experience of maintaining and reviewing office systems and procedures.	Essential
Experience of completing financial returns / records.	Essential
Experience of attending and minuting meetings.	Essential
Reception experience	Desirable