

Job Description Template

Job Title	Administrator
Function	Service Delivery
Department/Team	Administration Team
Reports to	Team Manager
Direct Reports	None
DBS Check Level Required	Enhanced
Grade/Job Evaluation Level	Core - Administrator
Salary Banding	Key Contributor A
Created/Reviewed date	

You will be working for

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.

Purpose of the Role

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

- 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.
- Ensure everyone contacting the service is welcomed, supported and where appropriate signposted to service staff and/or relevant partners.
- 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.
- Where relevant contribute to maintaining and monitoring the service lone working system within recovery centres and where applicable community delivery venues.
- Where relevant identify, facilitate and organise use of community outreach and satellite sites for service provision.
- Maintain electronic and manual appointment systems and complete referral information as appropriate.
- 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.
- Where relevant lead on the coordination of room bookings, including preparation of meeting/training rooms and organisation of refreshments as requested.
- Attend meetings and take minutes when required.
- 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.
- Understand and be able to work within a quality assurance system on a day-to-day basis.
- Understand performance indicators for the service and assist with the collection and presenting of data, providing evidence that performance indicators have been met.
- Maintain accurate, up to date records and work in accordance with organisational guidelines and procedures.



- 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.
- Support an effective petty cash system for the service including maintaining accurate petty cash records.
- Assist the service team in the coordination and planning of campaigns, events and specific projects.
- Where relevant provide support and cover for colleagues ensuring that clinical prescriptions are prepared and printed in a timely manner.

General Accountabilities

- Undertake continuing professional development including participating in supervision, performance appraisals and attending training as/when required.
- Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Waythrough's clinical governance framework.
- Keep abreast of policy and professional development within your area of professional expertise.
- Promote, adhere to and live our workplace values of being kind, courageous and respectful.

Additional Information

N/A

Values and Competencies

Our Values

- **Kindness** - Be generous, caring and compassionate
- **Courage** - Be bold, trust, commit



- **Respect** - Everyone deserves dignity

Person Specification

Qualifications	Essential or Desirable
NVQ 2 in business administration (or equivalent) or demonstrable related experience.	E

Skills	Essential or Desirable
Proficient in Microsoft Office programmes.	E
Ability to collate and disseminate information.	E
Administrative skills, including experience of working within electronic monitoring and recording systems.	E

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

