# Job Description

<table>
<thead>
<tr>
<th>Service</th>
<th>Richmond Integrated Recovery Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job Title</td>
<td>Administrator and Receptionist</td>
</tr>
<tr>
<td>Base</td>
<td>Twickenham</td>
</tr>
<tr>
<td>Salary Range</td>
<td>SCP 18-22, £18,162 to £20,748 pa (Pro rata) (plus outer London weighting)</td>
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<tr>
<td>Hours</td>
<td>37.5 hrs per week</td>
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<tr>
<td>Reports to</td>
<td>Regional Data Coordinator</td>
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### Operating Principles

CGL has developed a number of operating principles that it believes are essential to providing effective and inspirational care and support for its service users. They should be viewed as overarching expectations for all roles at CGL.

All staff will contribute to the ongoing development of an ambitious, inspirational and outcome focussed culture at every level of service delivery.

All roles will tangibly contribute to provide hope, connection, empowerment, choices and opportunities that promote people reaching their full potential as individuals and community members.

All service delivery will model the belief that we all have the potential to make positive changes and to lead meaningful and purposeful lives, as involved and contributing members of society.

To support these operating principles, managers will embrace CGL values:

- True to our ethics and charitable objectives
- Excellence in Service Delivery
- Commitment, Professionalism, Positivity
- Business Focus

In doing this managers will be assessed on their competencies and behaviours in the following areas: Judgement, Open Minded, Diversity, Courage, Communication and Influence, Emotional Intelligence, Leadership and the delivery of results.

### Purpose of Job

The post-holder will be required to provide administrative support including reception cover, data administration and office management support to Richmond’s Integrated Recovery Substance Service.

The post holder will be integral to ensuring a high quality service that promotes recovery, resilience, and self-determination across the Richmond service. RIRS will support people in a recovery oriented system of intervention; the service will be user-focused and aspirational in its work with service users to realise their identified goals including
the attainment of the highest quality of life possible, social reintegration and sustained recovery from problematic substance use.

The post holder will assist and support the administrator and Senior Data Analyst in overseeing the efficient collection, inputting and recording of all data in Richmond Integrated Services, including the preparation and analysis of statistical data and reports as required by the Management Team.

As directed by the Richmond Services Manager and Senior Data Analyst, the post holder will be responsible for helping produce and provide accurate data in line with Home Office, NTA, DAAT and CGL policy. This will involve:

- Supporting the collection, collation, entry and submission of all NDTMS related data.
- Maintaining local and central databases.
- Providing data for internal and external parties in particular liaising directly with DAAT data and performance managers
- Overseeing the use of data entry and case management systems (CRiiS)
- Be a Single Point of Contact for drug workers and other professionals on any issues relating to data entry or CRiiS.

The post holder will be required to provide data / information and administrative support services to the Richmond service. The post-holder will be an integral member of the Richmond Team.

You will contribute to the creation of an outcome focussed culture that can be explained and justified to all customers and consumers. In addition you will be expected to participate in a learning culture for all that consciously celebrates and engages with diversity.

The two primary functions of the role are:

1) administrative, clerical, reception and general office support to the CGL locality team including supporting with administrating petty cash management, ordering of supplies, invoicing, telephone duties, building management, and support of telecommunication and IT systems and contribute towards the Service aims and objectives.

2) To support the administration team and Senior Data Manager in the collation and submission of statistical data and information that ensures the service operates within contractual requirements and enables timely and accurate reporting to all external and internal stakeholders.

The post holder may be required to work flexibly across operational sites as required and within an agreed number of hours to maintain the most appropriate level of service provision.
The post holder will be expected to take responsibility for personal development, identifying personal training needs and participate in regular supervision and appraisal.

Significant Working Relationships

The post-holder will be required to work closely with the administration team, inclusive of the regional data coordinator, and wider service to ensure that the administration, IT and telecommunication systems operate in an effective and efficient manner. Developing and nurturing sound relationships with all internal and external stakeholders including GP’s practices and suppliers is an important feature of the post.

Communication

To provide information and support clearly and concisely via the most appropriate channel [e.g. verbally, in writing, telephone, e-mail etc.] whilst being sensitive to the needs of the audience [e.g. service user, professional]

Specific areas of responsibility

In carrying out the above duties the post-holder will:

- Assist with the robust systems are in place to collate and manage the data systems for the service.
- Ensure that the quality and accuracy of data capture and reporting is consistently high.
- Assist with the inputting of accurate data onto local databases, CGL case management system (CRiiS) and NDTMS, DET, in order to monitor progress on Home Office, NTA and local KPIs.
- Assist with NDTMS data relating matters, assisting operational workers on NDTMS monitoring, local spreadsheets, case management systems, TOPs forms etc.
- Monitor and ensure that all visitors to the building adhere to correct signing in protocols
- Ensure that the Project is kept in a tidy and orderly state
- Distribute incoming / outgoing post and faxes
- Maintain adequate stationery stocks within the office
- Maintain petty cash systems
- Manage an effective filing system to ensure that all documents are kept in an orderly manner
- Assist in the development, servicing and maintenance of client electronic database
- Assist in the servicing and maintenance of IT and telecommunication systems and all other office equipment (e.g. fax machine, photo-copier)
- Photocopying as required, collating, laminating and binding of report documents when necessary
- Processing of correspondence / data entry as required
- Work alongside and support students and trained volunteers undertaking placements at the project
- Take minutes of meetings where required and circulate in a timely manner
- Share information sensitively within the terms of information sharing protocols with a range of agencies when necessary in line with CGL policies and contractual requirements
- To contribute to the monitoring and evaluation of the service offered to clients and actively involve, engage and consult with service users regarding on-going service developments
- Sharing knowledge amongst other staff members to ensure all areas of role are covered for absences.
- Assist with the development and maintenance of efficient, record keeping and communication systems within the projects.
- Log attendance in and out of the premises
- Support the medical team with printing of prescriptions
- Ensure that visits by or telephone calls from service users, outside agencies and CGL staff are dealt with promptly and courteously, transferring calls to appropriate personnel when necessary.
- Processing of correspondence in and out of the projects.
- Assist with the production and distribution of prescriptions.
- Assist with all administrative and reception duties as required.
- Ensure local systems are in place in order to meet all data requirements.

**General duties and responsibilities**

In carrying out the above duties the post-holder will:

- Participate in audits in line with CGL policies and in relation to national standards
- Work flexibly within an agreed number of hours to maintain the most appropriate level of service provision (may include evenings / weekends)
- Seek to improve personal performance, contribution, knowledge and skills
Contribution to Strategic Planning, Policy and Implementation

- Participate in the appraisal, training and supervision processes
- Ensure the implementation of, and adherence to CGL policies and procedures
- Act as a representative of CGL whilst in a working environment, to represent the community and the needs of those affected by substance misuse where required
- Respond to and carry any other reasonable requests

In carrying out the above duties the post holder will:

- Work flexibly across operational sites as required.
- Work flexibly within an agreed number of hours of work to maintain the most appropriate level of service provision, including evenings and weekends.
- Seek to improve personal performance, contribution, knowledge and skills.
- Participate in appraisal, supervision and Learning & Development processes.
- Keep abreast of developments in services, legislation and practice relevant to the relevant client group.
- Ensure the implementation of all CGL policies.
- Contribute to maintaining safe systems of work and a safe environment.
- Undertake other duties appropriate to the grade of the post.

Specific standards (DANOS related where appropriate) for this role include:

<table>
<thead>
<tr>
<th>AA1</th>
<th>AA3</th>
<th>As first point of contact with the service, to ensure that telephone calls and visits from service users, CGL staff and external agencies are dealt with a timely, courteous and efficient manner</th>
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</thead>
<tbody>
<tr>
<td>AA5</td>
<td>AA6</td>
<td>Promote people’s equality, diversity and rights</td>
</tr>
<tr>
<td>AB1</td>
<td>AB3</td>
<td>Develop your own knowledge and practice</td>
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<tr>
<td>AA4</td>
<td></td>
<td>Interact with individuals using telecommunications</td>
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<tr>
<td>AC1</td>
<td></td>
<td>Reflect on and evaluate your own values, priorities, interests and effectiveness</td>
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<tr>
<td>AC1.1</td>
<td></td>
<td>Incorporate new knowledge into the development of your own practice</td>
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<td>AC1.2</td>
<td></td>
<td>Make use of supervision</td>
</tr>
<tr>
<td>AC2</td>
<td></td>
<td>Contribute to the development of organisational policy and practice</td>
</tr>
<tr>
<td>BA3</td>
<td></td>
<td>Contribute to the development of organisational policy and practice</td>
</tr>
<tr>
<td>BD2</td>
<td></td>
<td>Awareness of workplace policies relevant to work practices to ensure a healthy and safe environment is maintained</td>
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Ensure own actions reduce risk to health and safety

Provide information to support decision making

Develop productive working relationships

To ensure that administrative processes and communication within the project are maintained

To respond to building maintenance issues, including health and safety requirements

To monitor and order office stationary

Develop and sustain effective working relationships with staff in other agencies

**Person Specification**

**Qualifications**

It is essential that candidates have:

- Knowledge and experience of reception duties, general office procedures and administrative duties
- IT literacy including proficiency in data collection systems (e.g. NDTMS)
- Expertise in working with Word, Excel and Access IT packages
- Excellent interpersonal skills
- The ability to respond to appropriate requests for assistance, whilst adhering to CGL confidentiality policy
- Excellent organisational skills
- Good numerical skills

**Essential criteria**

- Knowledge of the substance misuse treatment system.
- Experience of line management and staff supervision or evidence of the relevant skills.
- Experience of working as part of a multi-disciplinary team.
- Experience of contributing to project development.
- Experience of developing performance management processes and systems.
- Understanding of Microsoft Office applications.
- Experience of maintaining data bases and other data management systems.
- Experience of developing data processes and systems.
- Knowledge of NDTMS.
- Excellent knowledge of EXCEL.

**And the ability to:**
Essential criteria
✓ Maintain professional boundaries.
✓ Write reports and carry out analysis of information.
✓ Develop understanding of data base systems.
✓ Provide training on data management systems.
✓ Respond flexibly to the demands of the post.
✓ Work as a member of a team.
✓ Show a capacity to work alone and the ability to keep calm under pressure.
✓ Understand and have a commitment to the principles of equal opportunity and diversity.
✓ Employ a mature, empathetic and non-judgmental attitude towards service users.
✓ Show commitment to facilitating positive outcomes for service users.

Desirable criteria:
✓ Qualification in IT/Microsoft Office applications especially EXCEL or WORD.
✓ Knowledge of local services and geography.

This post is subject to a Criminal Records Bureau check at an enhanced level

Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation.