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|--------------------|-----------------------------------|---|
| <b>Job Title:</b>  | Administrator                     |  |
| <b>Reports To:</b> | Senior Administrator/ Team Leader |   |

**Service Overview:**

Compass ensures that Children and Young People (CYP) access the right help, at the right time, in the right setting, MHST's will remove duplication and avoid CYP/families being 'bounced' in between services.

Compass has a successful track record in early intervention health and wellbeing services for children and young people. We use a wide range of creative and dynamic methods of engagement, including digital interventions, across community and educational settings.

Adopting a values-based approach is at the heart of everything we do. Through collaboration and co production with partners and stakeholders, our services continue to evolve, shaped by local insight and driven by evidence of need. We are proud to deliver high quality, inclusive and accessible services that make a real difference to the lives of children, young people and families.

Our teams work across a range of settings including schools, community venues, clinics and remote platforms to provide early help, targeted interventions and practical support. Depending on the service model, this may include:

- Delivering evidence-based interventions to support emotional wellbeing and mental health
- Working alongside professionals and families to build confidence and improve outcomes
- Providing advice, signposting and consultation to other agencies and partner services

**Service Structure:**

Compass services are delivered by a multidisciplinary team made up of clinical, operational and support staff. These teams may include practitioners, coordinators, team leaders and specialist roles depending on the service model and local need.

Each service is led by a Service Manager, who is supported by a Team Leader and other senior roles relevant to the specific delivery setting. Administrative support is provided by a dedicated Administration Team, who work collaboratively with frontline and central teams to ensure the smooth running of the service.

Administrators play a key role in enabling the delivery of high quality, timely and responsive services by ensuring that the service infrastructure, data, communications and records management are effective and well maintained.

**Job Role Purpose:**

The Administrator will be an active member of the team who will contribute and support the delivery of positive outcomes for children, young people and families. They will support the establishment of integrated administrative systems across the whole service including how information is collected, used, stored and analysed to ensure that services are aligned to best meet local needs and contributes to the annual planning cycle.

They will provide professional information, advice and support to skill mix teams to develop, deliver and maintain effective and standardised information governance systems and excellent customer focused care within the Service. Discretion and confidentiality must be maintained at all times.

## **Key Duties and Responsibilities:**

### **1. Service Delivery**

- 1.1 Support all back office and front office administrative functions are customer focused and information governance systems/procedures/practices are consistently applied across the whole service.
- 1.2 Support effective and integrated administrative standard operating procedures are in place by way of contributing to the provision of a cohesive and equitable service.
- 1.3 Support the Senior Administrator, Team Lead and Service Manager to maintain central co-ordination of the programmes of activity.
- 1.4 Support the delivery, development and integration of all Management Information Systems specific to the service.
- 1.5 Support the management of local information governance systems and in particular the safe storage and transportation of clinical records in adherence with Compass IG policies and procedures.
- 1.6 Assist with the implementation of digital services for children, young people and families and support the marketing and promotion of the service to a wide range of stakeholders.
- 1.7 Support the implementation of key health and safety requirements on a routine basis that will contribute to ensuring safe systems at work.
- 1.8 Support the development and production of routine performance dashboard reports to contribute to supervision, appraisal, clinical review meetings and performance dashboards as directed by the Service Manager.
- 1.9 Assist with the population of activity data reports on a daily/weekly/monthly/quarterly basis and contribute to the creation of quarterly and annual performance monitoring reports.

### **2. Co-ordinating People**

- 2.1 Support in ensuring that effective systems and procedures are in place at all times to manage service switch board and co-ordinate cover.

### **3. Developing Effective Relationships**

- 3.1 Be a proactive member of the team and reflect Compass' values.
- 3.2 Actively works towards developing and sustaining effective working relationships with partner agencies in accordance with Joint Working Agreements/Service Level Agreements.

- 3.3 Build strong links with key departments within Compass and develop key relationships with colleagues in other services.
- 3.4 Take ownership and actively contribute to the development of sustainable partnerships, care pathways and shared expertise through the Compass specialist themed lead function.

#### **4. Managing Self**

- 4.1 Prioritise own workload within agreed objectives using your own initiative.
- 4.2 Take responsibility for own learning and professional development in line with Compass' Learning and Development framework.
- 4.3 Take responsibility for your own and others' health and safety in the working environment.
- 4.4 Promotes equal opportunity and diversity within Compass.
- 4.5 Ensure that confidentiality is upheld at all times in line with Compass policy.
- 4.6 Ensure safeguarding responsibilities are delivered in line with role and competency level.
- 4.7 Works in accordance with Caldicott principles and Data Protection principles and adheres to all relevant Compass policies, procedures and guidelines
- 4.8 Maintain accurate records in line with the Compass policies and procedures
- 4.9 To act as a role model in applying good infection control prevention and control policy and practice within Compass.

#### **In addition to these functions the post holder is expected to:**

Carry out other duties as may be reasonably expected in accordance with the responsibilities/competency level of the post.

#### **Key Working Relationships:**

The post holder will work with service teams across Compass to build effective and sustainable operational partnerships with key stakeholders. Whilst not exhaustive, list key relationships include:

- Service Manager
- Team Leaders
- Senior Administrator
- Compass Business Analyst
- Finance Director
- Commissioner of the service
- Other priority partner agencies

**Financial Responsibilities:**

Some delegated responsibility by the Service Manager to establish local purchasing procedures for key overhead areas in line with Compass Financial Procedures and Scheme of Delegated Authority.

Role: Administrator Compass Birmingham MHST  
Owner: Operations Director  
Date: May 2023  
Review: May 25

# Compass

## PERSON SPECIFICATION – Administrator

| Attributes                    | Requirements   | Essential/Desirable (E/D) | Identified By                               |
|-------------------------------|--|---------------------------|---|
| <b>QUALIFICATIONS</b>         | <ul style="list-style-type: none"> <li>• NVQ level 3 Business Administration or equivalent</li> <li>• Level 2 IT skills i.e. RSA or equivalent experience</li> <li>• English Language &amp; Maths to GCSE A-C level or equivalent.</li> <li>• Customer care experience/qualification e.g. NVQ Level 3</li> </ul>   | E<br>E<br>D<br>D          | Application form<br>Interview               |
| <b>EXPERIENCE</b>             | <ul style="list-style-type: none"> <li>• Working in a busy office and customer service environment</li> <li>• Working to deadlines and managing multiple projects</li> <li>• Using a range of management information systems including extracting and collating data</li> <li>• Analysing data and trend analysis</li> <li>• Using digital technology to deliver services and use of social media</li> </ul> | E<br>E<br>E<br>D<br>D     | Application form<br>Interview<br>References |
| <b>SKILLS &amp; APPTITUDE</b> | <ul style="list-style-type: none"> <li>• Able to organise workload and demonstrate time management skills</li> <li>• Work under pressure and able to manage changing priorities</li> <li>• IT skills</li> <li>• Attention to detail and accuracy</li> <li>• Ability to show empathy</li> <li>• Good communication and interpersonal skills</li> </ul>  | E<br>E<br>E<br>E<br>E     | Application Form<br>Interview<br>References |

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|--------------|--|--|--|
|              | <ul style="list-style-type: none"> <li>• Able to work as part of a team and willing to help and assist</li> <li>• Able to develop, establish and maintain positive relationships with others both internal and external</li> <li>• Positive attitude; flexible and adaptable; solution focused; and tenacious.</li> <li>• Be flexible and adaptable to meet business need</li> <li>• Has a strong degree of personal integrity.</li> </ul> | <p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p> |  |
| <b>OTHER</b> | <ul style="list-style-type: none"> <li>• Able to work all year round and flexibly as part of a team to best meet business need</li> <li>• The post will be based in a central hub but candidates must be willing to travel from their base as required to community venues and Compass sites.</li> </ul>   | <p>E</p> <p>E</p>                            | <p>Application Form</p> <p>Interview</p> <p>References</p> |