


Job Title:	Senior Administrator	
Service:	Birmingham MHST (Wave 12)	
Reports To:	Data & Admin Team Leader	
Band:	Band C	

Service Overview:

The service will support children, young people and families in Birmingham providing extra capacity for early intervention within school and college settings. The three core elements that the Mental Health Support Teams (MHSTs) will provide are:

- Evidence based interventions for mild to moderate mental health and emotional wellbeing issues
- Support designated senior mental health leads in each setting
- Provide timely advice to school and college staff.

The service will develop innovative methods to make a real difference to the lives of young people.

Service Structure:

The Mental Health Support Teams consist of a number of skill mix staff delivering from schools and education settings. The Service Manager is supported by Team and Clinical Leaders as well as senior administrators. Skill mix teams consist of nurses, psychological professionals and appropriately qualified healthcare support staff.

The team will adopt corporate working; conducting appointments with children, young people and families from education settings and a wide range of child friendly locations across the locality.

Job Role Purpose:

The Senior 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 (CYPF). They will have responsibility, working with the team leaders and Service Manager for establishing 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 data collection, client management systems and information governance alongside excellent customer focused care. Discretion and confidentiality must be maintained at all times.

Key Duties and Responsibilities:

1. Service Delivery

- 1.1 Ensure all back office and front office administrative functions are customer focused and information systems/procedures/practices are consistently applied across the whole service.
- 1.2 Ensure 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 Service Manager to maintain central co-ordination of the annual service planning cycle and programmes of activity.
- 1.4 Support the delivery, development and integration of all Management Information Systems specific to the service.
- 1.5 Delegated responsibility to 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 Oversee 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 using social media platforms, mail, visual displays and campaigns.
- 1.7 Maintain the service page on the Compass website.
- 1.8 Oversee delegated responsibility to implement key health and safety requirements on a routine basis that will contribute to ensuring safe systems at work.
- 1.9 Lead on 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.
- 1.10 Populate 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 Ensure effective systems and procedures are in place at all times to answer 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.

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 Skilful at managing conflict that may arise whilst working on behalf of Compass

4.10 To act as a role model in applying good infection control prevention and control policy and practice within Compass.

5. Managing People

5.1 Supervise a small team of administrative support staff.

5.2 Under delegation from the Team Leader lead/manage administrators.

5.2 Provide line management supervision to administrators.

5.3 Undertake appraisal and development review with supervisee's.

5.4 Coordinate the activity of the administrative support team, delegating activity to provide full service cover.

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 support the team to contribute to the building of effective sustainable operational partnerships with key stakeholders. Whilst not exhaustive, list key relationships include:

- Service Manager
- Team Leaders
- Referrers to service
- 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 and petty cash procedures for key overhead areas in line with Compass Financial Procedures and Scheme of Delegated Authority.



PERSON SPECIFICATION – Senior Administrator

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

	<ul style="list-style-type: none"> • Able to work as part of a team and willing to help and assist. • Able to develop, establish and maintain positive relationships with others both internal and external. • Positive attitude; flexible and adaptable; solution focused; and tenacious. • Be flexible and adaptable to meet business need. • Has a strong degree of personal integrity. 	<p>E</p> <p>E</p> <p>E</p> <p>E</p> <p>E</p>	
OTHER	<ul style="list-style-type: none"> • Able to work all year round and flexibly as part of a team to best meet business need. • Able to drive and have access to a car. 	<p>E</p> <p>E</p>	<p>Application Form</p> <p>Interview</p> <p>References</p>