

Administration and Compliance Manager

Title	Administration and Compliance Manager
Directorate	Operations
Reports to	Head of Service Delivery
Responsible for	Lead Administrators, Service Administrators
Key relationships	<p>Internal: Contract Managers; Service Managers; Operational Colleagues; Clinical Leads; Primary Care Team; Business Support Team; Accounts & Finance Department, Audit and Compliance Team</p> <p>External: Key External Partners; Shared Care GP Surgeries; External Facilitators; Health Professionals; Commissioning Team</p>
Level of employment safeguarding check	n/a
Pay Grade	Core Band F
Date evaluated/reference	2021/159/4

Job Purpose

- To safeguard and protect the children, young people and adults that we work with by adhering closely to WithYou's policies and procedures at all times and sharing any concerns immediately.
- To manage and undertake countywide business support and administrative duties including finance and quality assurance tasks.
- To work with contracts, operational and service managers and clinical and primary care leads supporting implementation and maintaining quality service standards in line with CQC requirements and We Are With You

policies.

- To develop and manage lead administrators and service administrators ensuring the provision of an effective administration function.
- To coordinate adherence to health and safety at work.

Main responsibilities / duties

Strategy and Leadership

- Provide strong and inspirational leadership and direction to the We Are With You Administration and Lead Administration team.
- Lead on service wide contractual admin duties for the Contracts Manager, liaising with partner agencies where appropriate and championing the work We Are With You does and promoting its impact and benefits.
- Demonstrate leadership qualities that take responsibility to improve customer service across the administration team and as part of the management team.
- Develop and manage lead administrators.
- Demonstrate role model behaviour with the engagement and inclusion of service users in the development and delivery of services.
- Develop service wide consistency within the administrative team tasks, ensuring processes are in line with We Are With You policies and procedures.
- Ensure an appropriate and balanced delegation of work within the lead administration and wider administration team.
- Develop and maintain strong working relationships and work collaboratively with internal colleagues and external partner organisations.
- Ensure staff receive the appropriate training and support for delivery of services and receive on –going feedback, including an annual performance appraisal.

Service delivery

- Ensure compliance with HR policies, procedures and practices and a people focused approach. Particular emphasis will be on managing the administration team, leave and absence monitoring, record keeping and ensuring effective performance management arrangements (supervision and appraisals) are in place throughout the team.
- Coordinate and actively contribute to the implementation process for new local contracts as directed by the Contracts Manager, ensuring effective communication within the service team.
- Set in place the best and most efficient process and structure to meet the administrative needs of the service.
- To work with service clinical and primary care teams to ensure adequate medical supplies and medical equipment calibration is in place.

Compliance

- Ensure that appropriate management information systems are in place, and that internal control systems, including Health & Safety and premises management systems are regularly reviewed and reported.
- To work with Residential Service Manager to improve on site health and safety procedures in line with national guidance for residential homes. (Where applicable).
- Set in place the best and most efficient process and structure to meet the administrative needs of the service and for transparency.
- Support with producing reports for internal and external partners and stakeholders.
- Support with internal auditing.
- Support with service management meetings.
- Coordination of service wide training to ensure all staff have completed mandatory training and have access to a wide range of training opportunities.

Financial responsibility

- Lead on the local procurement process for the service to enable cost effective practice.
- Overall responsibility for ensuring service Financial claims/payments are recorded and processed in line with We Are With You policy and procedure.
- Coordinate service year end financial accounts, working with We Are With You accounts department, external partners and admin team to ensure all finances are processed within budget timelines whilst maintaining quality standards.
- Co-ordinate the collation and submission of financial for monthly/quarterly claims.
- Support to ensure compliance with the external regulatory bodies, working closely with colleagues across the service and sharing good practice.

Client engagement

- Act as a champion of We Are With You and local partnerships at all times internally and externally, modelling appropriate behaviours.
- Engage with staff, ensuring personal visibility and accessibility.
- Develop and/or build strong and positive relationships with key stakeholders and commissioners to ensure continuity of service.
- Working with colleagues across the service to ensure the provision of a flexible admin hub, which delivers consistent, high quality and responsive service to Operational and Contracts manager.
- Ensure knowledge and information is acted upon and that challenges and opportunities have solutions.
- Manage all local contracts in relation to the delivery of services and their infrastructure .

People management

- Undertake recruitment responsibilities as appropriate, ensure staff receive appropriate training development and support to deliver services.
- To effectively lead and manage a team of staff to deliver We Are With You's

strategic objectives.

- To develop open working relationships to ensure staff operate in line with We Are With You's values and work collaboratively with internal colleagues and external partner organisations.
- Responsible for influencing (remote) teams to ensure standard services are delivered.
- To ensure staff receive appropriate training and support to deliver services and receive on-going feedback including an annual performance management appraisal.
- Take account of and implement effective and innovative communication activities to ensure the We Are With You strategic direction is clear, understood, that staff are engaged and that successes in achieving it are celebrated.
- Engage with staff and service users at area/hub level ensuring personal visibility.
- Develop productive working relationships to ensure staff operate in line with We Are With You values and work collaboratively with internal colleagues and external partner agencies.

General responsibilities

- **Confidentiality:** Ensure confidentiality at all times, only releasing confidential or personalised information externally with consent from a line manager.
- **Data Protection Act:** Comply with the requirements of the Data Protection Act and amendments to ensure integrity and security of our information.
- **Safeguarding:** Remain vigilant at all times to any safeguarding concerns within the day to day performance of your job role, sharing and learning from these experiences to ensure our statutory and organisational responsibilities are met in respect of safeguarding children & vulnerable adults.
- **Conflict of interest:** Declare any involvement either directly or indirectly with any firm, company or organisation that has a contract with WithYou.
- **Equal Opportunities and Diversity:** Ensure that all clients, partners, carers, and colleagues in WithYou and partner organisations are treated as

individuals within our Diversity and Equality framework.

- **Health and Safety:** Compliance at all times with the requirements of the Health and Safety regulations and WithYou's Health and Safety Policy and Procedures, ensuring reasonable care is taken with regard to yourself as well as any colleague, client or visitor who might be affected by an act or failure to act by yourself.
- **Quality Assurance:** To ensure all activities are delivered in a way that supports and maintains WithYou's registration with the Care Quality Commission and appropriate agencies in the devolved administrations (England) and with the Care Inspectorate, Scottish Social Services Council and appropriate agencies (Scotland).
- **Any Other duties:** To undertake any other duties that are reasonable and are commensurate with the role as directed by the relevant Director in line with the changing needs of the service and/or legal requirements.
- **Self-development:** Ensure you take responsibility for development and keep learning in your role.

Personal specification

	Essential criteria	Desirable criteria
Education / qualifications	<p>Evidence of continuous professional development</p> <p>Maths & English GCSE Grade C or above or equivalent qualification</p>	Administrative/ IT qualification
Experience / Knowledge	<p>A successful track record of providing an efficient and reliable administrative support</p> <p>Demonstrable experience of working in an office environment</p> <p>Evidence of placing service users at the heart of an organisation</p> <p>Experience and evidence of working effectively at a management level</p> <p>A proven track record of creating and maintaining a strong performance management culture</p> <p>Experience of working effectively with people regardless of their ethnic, cultural, social</p>	Experience of working for a voluntary organisation

	backgrounds, their gender, age, religious belief, disability and sexual orientation	
Skills and abilities	<p>Ability to work as part of a multidisciplinary team</p> <p>Ability to build effective relationships with a range of internal and external stakeholders</p> <p>Ability to provide inspirational and visible leadership</p> <p>Ability to develop and lead a cohesive team</p> <p>Organised; excellent planning and time management skills</p> <p>Ability to manage competing/conflicting demands, under own initiative managing own workload</p> <p>Good analytical skills, eye for detail, methodical with 'can do' approach</p> <p>Resilient; ability to prioritise and work under pressure</p> <p>Strong interpersonal skills and ability to quickly establish</p>	Knowledge of service user group

	<p>credibility and/or make a positive impact</p> <p>Demonstrable skills relating to an ability to persuade, influence and negotiate, with stakeholders and manage effective, successful relationships, both internally and externally</p> <p>Strong communication skills both verbal and written.</p> <p>Excellent IT skills, including Google Suite and digital media</p> <p>Ability to collate data, to use and manage databases (e.g. Excel, Halo)</p> <p>Minute taking skills</p> <p>Knowledge and understanding of work based Health and Safety issues</p>	
<p>Personal circumstances</p>	<p>Ability to work flexible and unsocial hours as required as this is a role that may require travel within a designated area</p> <p>Some national travel may be required to</p>	

attend national meetings depending on the agreed portfolio of work

Commitment to the organisation's Guiding Principles and Behaviours