

## **Administrator**

### **Role Purpose**

- Delivering, through excellent customer service and organisational skills, the effective management of administrative duties, that will assist in the delivery and development of an excellent service for veterans, military and emergency services personnel to support their physical and mental wellbeing.
- Maintaining accurate and timely records using the designated case management system in line with the organisations Information Governance policies and procedures.
- To work collaboratively with colleagues and key stakeholders internally and externally through strong administrative, communication and organisational skills.

### **Key duties and activities of the role**

- Provide excellent customer service, providing a warm and professional welcome to the people we work with, professionals and all other stakeholders.
- In line with organisational processes, procedures and timescales, record and process incoming and outgoing mail.
- Be the first point of contact for all enquiries, organising appointments and ensuring all relevant documentation is completed.
- Provide all administration tasks required to progress people through the service pathways.
- Maintain accurate and timely records using the designated case management system in compliance with relevant Information Governance policies and procedures.
- Support in the collection, collation and auditing of database records and stakeholder feedback to improve the quality and performance of the service.
- To support with the processing of invoices and keeping financial records.
- To treat all information acquired as a result of your employment as confidential, complying with all relevant policies and procedures.
- Actively contribute to team meetings. Support to organise and minute meetings as required.
- Any other duties that may reasonably be required of you within your role.

### **Person specification for the role**

- Passion for working with veterans, military and emergency services personnel who want support to improve their physical and mental health.
- Excellent organisational skills with a proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.
- Excellent understanding of data collection and management and commitment to treating all information acquired through the course of your employment as confidential.

- Excellent IT skills including use of Microsoft Office programs and digital meeting platforms.
- Experience of using Case Management and Relationship Systems such as Hubspot.
- Excellent time management skills, ability to work on own initiative, prioritising accordingly.
- An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.
- Excellent interpersonal, oral and written communication skills.
- Excellent team working skills, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver objectives, as well as in communicating with key stakeholders.
- Demonstrable commitment to working in partnership with other professionals such as gyms, community groups and other stakeholders to achieve good outcomes for the people we work with.

## Responsibilities for all Via staff

- To work within VIA values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with VIA policies, professional and sector requirements, and legislative frameworks.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone's knowledge and skills.

Version Control				
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1.0	07/11/2023	GC		