

Who are we?

Positive Futures is positive about people. We transform peoples' lives every day. We support people who have a learning disability, acquired brain injury and autism.

The bottom line is this: wonderful things can and do happen when people get the right support, at the right time, from the right people.

ABOUT US AND THE ROLE

What does a Service Administrator do?

Put simply, your job is to assist in the co-ordination and administration of the Supported Living Service.

POSITIVE FUTURES

ACHIEVING DREAMS. TRANSFORMING LIVES.



Job Title	Service Administrator
Reports to	Service Manager

Purpose of Role

To assist in the co-ordination and administration of the Supported Living Service.

Main Responsibilities

- Assist the Service Manager in the delivery of a high-quality Service by supporting the administrative processes to ensure we are working within the requirements of relevant policies and regulations, including the Regulation Quality and Improvement Authority and Supporting People.
- Provide administrative support for the recruitment, induction and training processes for new staff to the service.
- Have a good working knowledge of Positive Futures' policies and procedures and ensure that processes are followed in the service.
- Maintain effective communication systems, including record keeping and report writing.
- Produce documents to a high standard of accuracy and layout in line with the Organisation's in-house style.
- Have line management responsibility for other staff / volunteers, as required.
- Participate in, and contribute to, team meetings as required.
- Be responsible, as designated, for ensuring that maintenance work is carried out in the houses of the people we support and the service office in line with policy and Service Level Agreements.
- Contribute to the development and review of Service Objectives and Action Plans.
- Monitor and, where designated, manage and record the personal finances of the people we support.
- Promote and encourage the involvement of the people we support in the everyday management and delivery of the service and the wider organisation.
- Where designated, co-ordinate a staff rota to ensure adequate cover of staff support to the people who use the Service.
- Where designated, conduct regular Health and Safety checks and Health and Safety monitoring, escalating any issues in a timely way.
- Maintain positive, professional working relationships with key individuals and agencies.
- Use information, communication and technology systems to assist in carrying out the responsibilities of the post.
- Represent Positive Futures and be responsible for upholding the high standards of the Service and the organisation.

There may be occasions when the Job Holder is required to fulfil some duties outside of normal working hours and flexibility is therefore essential.

This Job Profile is not restrictive, and the Job Holder may be required to undertake any other duties and responsibilities as may be directed by their Line Manager. All the above duties must be carried out within the Policies and Procedures of the Organisation.

The Chief Executive must be contacted in the event of all media enquiries.

There may be other duties from time to time as Positive Futures may reasonably require.

How do I apply for this job?

Complete an application form online stating how you meet the following criteria for this job in the shortlisting section of the application form. We will use this shortlisting section to decide whether to invite you to an interview.

To apply for this role, you **MUST**:

- Have a minimum of 3 GCSE passes at Grade C or above (or equivalent) which must include Maths and English*
- Have a minimum OCR / RSA Word processing Stage 2 (or equivalent) OR typing speed of 50 – 55 wpm*
- Have 2 years 'office experience, of which at least 12 months experience of managing the administration in a busy office*
- Be proficient in Microsoft Office, including Word, Excel and PowerPoint*

(NB a typing test will form part of the selection process)

If you meet the shortlisting criteria, you will be invited to attend an interview.

To be successful at interview and ensure the people we support receive the highest quality service, you need to:

- Share our **POSITIVE** values
- Have the right skills (or competencies) needed for the job.

Our Values

“Our values” are what underpin everything we do in Positive Futures.

PEOPLE FIRST – our people are at the heart of everything we do.

OPPORTUNITIES – we seek out opportunities that enrich lives and empower people.

SUSTAINABILITY – we strive for positive social, economic and environmental benefits for now and in the future

INNOVATION – we embrace creativity and continuous learning to reimagine and refine our unique person-centred support

TENACIOUS – we don’t give up – we believe in making the impossible, possible.

INCLUSION – our staff and people we support are our strength, we listen and learn together.

VALUE FOR MONEY – delivering impactful, life changing results with efficiency and integrity.

EXPERTISE – we look beyond limitations in our pursuit of excellence

Our Competencies

You need to have the following skills (competencies) to help the people we support to live the life they want.

Respectful and Understanding of Others	• Kind and work well with others, treating them with respect and dignity • Understanding of the needs of others
Effective Communication	• Able to communicate effectively with others, verbally and in writing
Results and Quality Focus	• Able to be an active, positive and co-operative member of the team • Helpful and supportive of others • Focussed on the best interests of people we support
Problem Solving and Decision Making	• Open minded and able to resolve difficulties • Able to make good decisions
Resilient to Change and Challenges	• Open to change and new developments / initiatives • Able to adapt well to new and unfamiliar situations • Resilient and cope well when challenges arise

The people we support and our staff are at the heart of all that we do.

As a valued member of staff, you can avail of our competitive salary and benefits package.



Pay

1. £25,625.00
2. £26,138.00
3. £26,650.00

The above salary scales are based on full-time hours (37.5 hours per week). Salary for part-time hours will be calculated on a pro rata basis.



Holidays

31-36 days paid per holiday year (including designated holidays)



Pension

We offer a contributory pension scheme – we pay 4% for eligible staff alongside your contribution of 5%.



Employee Benefits

[Click here to view our comprehensive list of benefits.](#)



Training and Support

You will receive induction, relevant training, and regular 1:1 support meetings with your manager. We also provide opportunities for team development and, when needed, specialist training for teams.

We will support you to develop your career and, complete external and/or accredited training programmes relevant to your role.