

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 develop their skills and confidence as to have a good life in the community in order to deliver our Mission:

“Positive Futures for people with a learning disability, acquired brain injury or autistic spectrum condition - working together to achieve dreams and transform lives”

Who will I be supporting?

You can find out about the person you will be supporting in the attached document:
‘Meet me, support me’.

POSITIVE FUTURES



Job Title	Service Administrator
Reports to	Service Manager

Purpose of Role

To support people to develop their skills and confidence as to have a good life in the community in order to deliver our Mission:

Main Responsibilities

Role Specific

- assist the Service Manager in the delivery of a high-quality Service by supporting the administrative processes to ensure the service is working within the requirements of relevant policies and regulation.
- assist the central IT department with basic tasks such as resetting and issuing work phones to staff (training and support will be supplied) and organising transport of IT equipment.
- provide administrative support in the Service for the recruitment, induction and training processes for new staff.
- have 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 Positive Future'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 and offices 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 wider Organisation.
- where designated, coordinate with 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 monitoring, escalating any issues as appropriate.
- 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 Organisation.
- take part in the induction, ongoing coaching, mentoring and training of new staff.
- actively participate in meetings as required (e.g. Team Meetings, statutory meetings and meetings with people we support and families).
- participate in relevant learning and development courses as required and maintain your own mandatory training as required by the Service.
- take part in Person Centred Supervision and Performance Review with your Line Manager.
- Positively promote volunteering within the service, be familiar with volunteer processes and encourage volunteers in their role.

General

- work in a way that treats everyone equally and fairly.
- work on your own as a lone worker or as part of a team as needed.
- use financial, administrative and communication systems to write and present reports as required.
- work to a good standard in line with statutory and regulatory requirements and Positive Futures' Policies and Procedures.
- promote Positive Futures' Mission, Values and Code of Conduct in all areas of your work.
- keep up to date with any risks and controls in the workplace, and report any concerns, issues or problems as required.
- maintain confidentiality about the people we support.
- accurately maintain and store records within the service ensuring the confidentiality of the people we support.
- ensure any risks that are identified during support of a person are responded to promptly and escalated in line with Positive Futures' Risk management Framework
- to read, understand and follow policy, keeping aware of new policies and policies changes/developments and undertake checks as required (e.g. Finance, Medication, Health and Safety).

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 1 year experience in an Office Administrator, Clerical or Secretarial role
- Experience and working knowledge of Microsoft Office, to include Excel, Microsoft Word, PowerPoint and Outlook
- Ability to travel independently (car driver with a clean driving license or access to a form of transport which means they meet the demands of post)

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.

Competencies for the role	You need to be:
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

01, € 29,638.00
 02, € 30,230.00
 03, € 30,823.00
 04, € 31,416.00
 05, € 32,008.00
 06, € 32,602.00
 07, € 33,195.00
 08, € 33,787.00
 09, € 34,380.00
 10, € 34,973.00
 11, € 35,566.00



Holidays

Service Administrators will receive 30 days per year leave inclusive of public holidays.

The holiday year runs 1 Jan – 31 December. The above packages are inclusive of statutory holidays.



Pension

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



Financial Well Being

Salary Finance is our financial wellbeing provider, offering financial education including budgeting tips and tools, videos and webinars. Eligible staff will also have access to savings accounts and loans.



Mental Health and Emotional Well Being

You can speak in complete confidence to trained counsellors from StaffCare (an independent staff support provider).

See 'Training and Support' section for other ways we provide support to our staff.



Sick Pay

We offer enhanced contractual sick pay when you've completed your probation period, with your entitlement increasing with length of service.



Work /Life Balance

We offer a range of work / life balance benefits including:

- A suite of family friendly policies
- Enhanced maternity and paternity pay
- Bereavement leave
- Career breaks
- Emergency time off.



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.