



ROLE PROFILE

Role Title		Team Administrator	Team		
1. Purpose of the Role		The role of the Team Administrator is to provide clerical and administrative support within a defined area of service provision. The post holder will be responsible for maintaining accurate records in both paper and electronic format in accordance with Agency policy and procedures. The Administrator will process information and data along with coordinating meetings and supplies of resources within their defined area of service provision. The Team Administrator will be responsible for providing support to the reception service as required, including telephone enquiries and covering the reception desk in periods of absence.			
Reports to	Team Leader/Operations Manager	Band	2a	Salary	£26,240-£26,429
2. Principal Accountabilities		• Maintain accurate up-to-date records of clients on the Agencies client management system (HALO) in accordance with Agency policy and procedures and with consideration for the maintenance of quality standards. • Identify opportunities, and assist where appropriate, for the development of the Agencies client management system (HALO). • Assist the Operation Manager in the preparation of performance management data with the collection, analysis, and presentation of information within defined areas of responsibility and as appropriate for the role, as required. • Maintaining accurate paper and electronic based systems for the filing and storage of information with consideration to the Agency policy and procedures for the processing of data. • Arrange and attend meetings as required; produce concise and accurate minutes within agreed deadlines and follow up relevant action points. • Maintain and organise supplies of up-to-date resources relevant to defined areas of responsibility i.e. leaflets/forms/stationery. • Produce documents and correspondence in accordance with Agency standards. • Provide administrative support specific to area of responsibility such as processing incoming and outgoing mail, administrative support for the Operation Manager, preparing duty rotas, reviewing outstanding tasks (TOPs), issuing reports to partner agencies, or other (this list is not exhaustive). • Provide a professional and knowledgeable reception service to all visitors to Harbour as required. • Maintain office safety by ensure the workplace is kept organised, clutter free, and reporting potential risks to the Support Services Officer. • Evaluate and develop administrative systems in collaboration with the Operation Manager and in accordance with service needs. • Representing administrative services at key Agency meetings as required, including the HALO Task Force, Staff Consultation Group, and others.			
3. Knowledge/Experience/Skills					
The post holder must be qualified (or willing to work towards successful qualification within a set time period), or have relevant experience, in business administration. The post holder will be responsible for identifying opportunities to continuously improve and develop their knowledge, skills and understanding in response to changing environments. Knowledge and practical experience of administration provision within Drug and Alcohol Services would be advantageous.					

4. **Behavioural Competencies:** Role Profiles describe the part people play in an organisation through the work that they do. The role profile focuses on the outcomes and behaviour of the individual. The Agency uses a standard set of behavioural competencies, each has either 4 or 5 levels of competence. The Behavioural Competency Dictionary is available to view on the agency's shared drive.

Behavioural Competency	Level	Statement (or example for this post)
Achievement	2	Understands and works towards set goals while measuring progress and seeks to overcome obstacles. Positive and enthusiastic about their role and breaks down obstacles.
Analytical Thinking	1	Breaks down issues into component parts, assesses priorities, and reviews data.
Client Focused	1	Delivers a service while considering the stakeholder perspective, resolves problems, builds positive relations and keeps stakeholders informed.
Initiative	2	Is proactive in avoiding imminent problems and capitalise on opportunities while adding value within the remit of role responsibilities.
Flexibility	2	Responds effectively to changing circumstances, adapts to the situation, remains focused when faced with competing demands.
Holding People Accountable	1	Accepts accountability for own actions and performance. Takes an active role in ensuring positive team dynamics.
Values and Ethics	1	Treats others fairly and with respect, identifies ethical dilemmas and conflicts of interest, seeking appropriate support and guidance. Awareness of confidentiality boundaries and reports potential breaches.
Leading and Developing Others	1	Takes a positive role within the team and seeks feedback from others.
Professional Confidence	2	Provides an opinion from area of expertise, makes decisions within own area of responsibility, seeks support when appropriate.
Planning and Organising	1	Identifies requirements and uses available resources to ensure successful completion of tasks.
Self-Awareness	1	Recognises and acknowledges own strengths, limitations and preferences. Identifies opportunities for development and seeks appropriate support.
Team Working	1	Takes a positive role within the team, seeks advice from others, and provides assistance when required. Supports other service areas in absence of colleagues.
Working strategically	1	Works to agreed quality standards and Agency objectives.

I have read and understood the content of this role profile.

SIGNED: _____

DATE: _____

(Post holder)