

### JOB DESCRIPTION

<b>Job Title</b>	Business Administrator
<b>Organisation</b>	Care Providers' Voice
<b>Reports to</b>	Business Development Manager
<b>Location</b>	London Borough of Redbridge Council Head Office, Lynton House, 255-259 High Road, Ilford, Essex, IG1 1NN
<b>Salary</b>	£21,000 per annum
<b>Care Providers' Voice</b>	
<p>We are a free network connecting all care providers across London. There are Care Providers' Voice WhatsApp groups and virtual meetings for each of the individual boroughs to connect providers locally for current information and support.</p> <p>Our objectives are for providers to:</p> <ul style="list-style-type: none"> <li>• Have a platform for information sharing and peer- to- peer support</li> <li>• Have a stronger voice of social care in health</li> <li>• Have greater resources for social care</li> <li>• Improve the profile of social care</li> <li>• Encourage new entrants to work in the sector</li> <li>• Influence social care policy</li> <li>• Collate providers' experience to communicate to local and central government</li> </ul> <p>Skills for Care is supporting this initiative to help provide support to members and organisations with workforce issues</p>	
<b>Purpose of Job</b>	
<ul style="list-style-type: none"> <li>• To contribute to the achievement of Care Providers' Voice objectives, particularly in relation to Employment, Skills and Enterprise provision.</li> <li>• To provide administrative support to the Care Providers' Voice team</li> <li>• To provide support to providers in Barking&amp; Dagenham, Havering and Redbridge in relation to Recruitment and Workforce Development</li> <li>• To collate a membership list of all the care providers in Barking&amp; Dagenham, Havering and Redbridge</li> <li>• To circulate information to the providers</li> <li>• To collate relevant information from the providers</li> <li>• To promote local employment opportunities, including apprenticeships, to local residents to help develop a strong local workforce</li> <li>• To promote collaborative working amongst Care Providers' Voice partners through information sharing and referrals.</li> <li>• To support the Care Provider's Voice digital hub</li> </ul>	

## Major duties and responsibilities

### 1) Undertaking a range of Administrative duties including:

- Preparing papers for, and booking or organising meetings.
- Establishing and maintaining manual and/or computerised systems for filing and reference material.
- Collating statistical information using spreadsheets as necessary for budgetary/reporting work.
- Maintaining and monitoring stationary and other stock items.
- Developing a portfolio and evidence of competence and learning for regular on-going assessment.
- To update provider information databases. To input and check information on a regular basis. To report problems as they arise.
- To process provider referral and interest forms and liaise with partner organisations to ensure referrals are made in a timely manner.
- To undertake regular tracking of providers by phone or email to find out what progress they have made.
- To arrange, co-ordinate and accept bookings for Care Providers' Voice outreach sessions and events.
- To assist with Care Providers' Voice outreach sessions, events, providing a friendly 'reception' service to providers.

## PERSON SPECIFICATION

### Education and Qualifications:

3 GCSE's grade C-E, or equivalent e.g. work experience, work with the community/voluntary sector or an NVQ level 1.

### Competencies:

Planning, organising & achieving results:

- Manages own time to complete tasks within agreed deadlines.
- Pays attention to detail and accuracy.
- Familiar with a range of I.T packages e.g. word, excel and outlook.
- Undertakes all task willingly, is prepared to go that extra mile.
- Ability to follow instructions and work within set procedures.

### Building relationships, working together and in partnership:

- Co-operates and works well with others in the pursuit of team/organisational goals, sharing information and supporting others.
- Establishes and maintains constructive and open relationships with a wide range of people.

### Embracing change:

- Is adaptable/receptive to new ideas.
- Is willing and able to deal with changing priorities and circumstances.

### Respecting & implementing diversity:

- Displays an understanding of equality issues
- Understands the impact of disadvantage on minority groups

### Customer focus:

- Listens to the needs/views of all customer/providers/service users.

To apply please submit your CV and a cover letter to [info@careprovidersvoice.co.uk](mailto:info@careprovidersvoice.co.uk)  
Closing date midnight 06 Feb 2022. Interviews to be held during week commencing 07 Feb 2022.