**Job Description – Support Administrator**

|  |  |  |
| --- | --- | --- |
| **Location** | | Daisy House Farm, 44 Smith Lane, Bradford BD9 6DA |
| **Post** | | Next Steps Support Administrator |
| **Salary** | | Grade 2 £ 18,005 - £19,337+ Pension 6% |
| **Hours** | | 37 hours per week |
| **Annual Leave** | | 27 days plus Statutory Bank Holidays Pro Rata |
| **Main Duties and Responsibilities** | | |
|  | To provide administrative support to the Macmillan Support Coordinators, including, but not limited to, communicating and documenting email referrals, maintenance of the service spreadsheet and co-ordinating follow-up appointment. | |
|  | To input data across a number of different IT systems, and to use these systems to prepare statistics and reports as required. | |
|  | To liaise with Health Professional and other external agencies. | |
|  | Re-stock information Hubs in CSY and BTHFT sites | |
|  | Prepare leaflets and information for distribution at events to raise awareness of the Next Steps Clinic at Cancer Support Yorkshire and its services as directed by the Coordinators. q | |
|  | Update information on Social Media under the supervision of the Support Coordinators. | |
|  | To work under the instruction of the Support Coordinators to effectively deliver all work in a timely manner and produce work which meets and / or exceeds their quality requirements. | |
|  | Keep the staff diary up to date on behalf of the team. | |
|  | Organise meetings when requested by the Support Coordinators | |
|  | To meet and greet clients. | |
|  | To provide a first point of contact answering telephone enquiries, taking and relaying messages in a polite and helpful manner. | |
|  | Maintain confidentiality at all times. | |
|  | To undertake duties which may be allocated as and when needed by the Support Coordinators as part of the Cancer Support Yorkshire team. | |
| **Requirements of the Post** | | |
| **Professional** | | |
|  | To work in line with Cancer Support Yorkshire, Macmillan and BTHFT policies, to ensure confidentiality and comply with the terms of the Data Protection Act and the General Data Protection Regulations at all times. Information concerning Cancer Support Yorkshire and BTHFT’s clients/patients and staff must be treated as strictly confidential at all times and you may not divulge it to any other person except with the authority of the Executive Director. Such authority may only be given when it is in the client or staff members’ interest and is necessary for business continuity. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal. | |
|  | To be aware of Cancer Support Yorkshire, BTHFT and Macmillan’s policies and guidelines and ensure all are adhered to. | |
|  | To encourage teamwork by performing duties within the team as and when required. | |
|  | To Maintain behaviour in keeping with a member of the professional team and to co-operate with and gain an understanding of the professional roles of others. | |
|  | To make use of all training and development opportunities. | |

|  |  |
| --- | --- |
| **General Administration** | |
|  | To work under the supervision of the Support Coordinator and the CSY team to deliver a high-quality service. |
|  | Support the coordinators to ensure Macmillan and other leaflets of appropriate information are available in the Cancer Support Yorkshire Centres utilising Macmillan Information Hub and across hospital sites. |
|  | To work with limited supervision. |
|  | To prioritise the workload in order to meet tight deadlines. |
| **Health and Safety** | |
| Under the provisions contained in the Health and Safety at Work Act 1974 and its extensions, it is the duty of all our employees to: | |
|  | Take reasonable care of themselves and others at work. |
|  | To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty. |
|  | Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work. |

**Person Specification – Support Administrator**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Essential** | **Desirable** | **Identified by**  Application Form. Test.  Interview.  Exercise  References. |
| **Experience** | | | |
| Provide administrative support | X |  | AF I & R |
| Working as part of a team | X |  | AF I & R |
| Experience of working in a client/patient focused environment. |  | X | AF I & R |
| **Knowledge & Skills** | | | |
| It Proficient in Work and Excel spreadsheets | X |  | AF I & T |
| Inputting data across different systems | X |  | AF I & R |
| Ability to prepare statistics and reports | X |  | AF I & T |
| Ability to update/use social media platforms |  | X | AF & I |
| Organisation and negotiation skills | X |  | AF & I |
| Effective communication | X |  | AF & I |
| Ability to motivate self and others | X |  | AF & I |
| Ability to work autonomously and as part of a team | X |  | AF & I |
| Excellent written communication skills | X |  | AF & I |
| **Qualifications** | | | |
| GCSE / Level 2 English or equivalent. | X |  | AF |
| GCSE / Level 2 Maths or equivalent. | X |  | AF |
| **Personal** | | | |
| Be enthusiastic about working directly with people affected by cancer within an innovative programme of supportive care, which integrates contributions from a range of professional disciplines. | X |  | AF & I |
| Able to demonstrate a warm empathetic manner, enthusiasm flexibility and willingness to develop skills. | X |  | AF & I |

Appointments are subject to Cancer Support Yorkshire receiving an enhanced disclosure from the Disclosure and Barring Service that we consider acceptable.

We welcome applications from all sections of the community.

APPLICATION

For an application pack and further information, please visit: <https://cancersupportyorkshire.org.uk/about-us/join-the-team/>

Please email completed applications to: [j.barrett@csyorkshire.org.uk](mailto:j.barrett@csyorkshire.org.uk)

Closing date: Friday 7th August by 12pm

Interview date: Wednesday 19th and Thursday 20th August 2020\*

\*Please note that interviews will take place online during this phase of working. If you are selected for interview, on the same day and before the interview you will be required to complete a test. Details of this will be emailed to you along with your interview time and how to access the interview.