**Hanover (Scotland) Housing Association Ltd**

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| **JOB DESCRIPTION** |
| Position: | **Telecare Administrator** |  |
| Department | Telecare  |
| Reports to: | Telecare Manager  |
| Band: | H |
| Date: | Nov 2021 |

**Purpose of Job**

To undertake a range of database, organisational and administrative tasks for Telecare.

**Main duties and responsibilities**

1. To undertake data processing
2. To provide a support service to the Telecare Manager, including arranging meetings, travel and accommodation and answering routine mail.
3. To operate the office petty cash float.
4. To administer the authorisation and payment of invoices for office services.
5. To administer the billing of corporate clients via the Open Housing and Documotive systems and provide reports, as requested by the Telecare Manager
* Billing of Corporate and Private Clients – Monthly, Quarterly and Annual payments on ‘Open Accounts’
* Distribution of Yearly Price Increase letters, notifying of their annual price increase
* First point of contact for enquiries patenting to billing.
* Sending out replacement equipment to the Private clients
1. To be responsible for maintaining the office inventory.
2. To assist in public relations activities.
3. To assist the Telecare Manager in respect of publicity, including the production of brochures/leaflets and other corporate information.
4. To administer arrangements for conferences and other events, liaising with both internal and external parties as appropriate.
5. To assist and share knowledge and experience with colleagues as required.
6. To undertake any other duties delegated by the Telecare Manager
7. New Business Private clients – managing new business application process, Implementation of new client on Open accounts
8. General supportive role to ICT Manager / Telecare Supervisor and Senior Operators
* Data administration of PNC
* ensuring generic emails are monitored and recorded on the calls-handling system PNC
* Annual Clients survey
* Provide support of other Telecare administration staff
* Client surveys who have had an emergency call out i.e., Ambulance, Police or Fire and Rescue Service
* Set-up monthly Senior Operator as needed
* Agenda’s are sent out in advance as needed
* Recording notes of the meeting and on completion typing up the notes & distributing to colleagues
* Support note taking at Grievance Meetings and Disciplinary investigations

**Working Relationships**

The list below provides an outline of relationships:

Internal

* Telecare Manager
* Telecare Supervisor
* Senior Operator

External

* Corporate customer liaison

**5. Performance Management**

5.1 Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.

Operate within a Strategic Business Unit (SBU).

Deliver key business objectives and meet Key Performance Indicators (KPIs) through a personal performance plan.

Analyse work and produce action plans where performance improvement is required.

**Job Context and Other Relevant Information:**

The post holder:

* must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
* must have due regard to the Association’s current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
* must work in accordance with the Association’s policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as delegated by line-manager that may be required to meet the needs and responsibility of the Service and the Association.

Signed …………………………………………. Line Manager (if applicable)

Signed ………………………………………….. Post holder

**Person Specification**

**Job Title: Telecare Administrator**

As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

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| **Criteria** | **Essential/Desirable** |
| **1. Skills/Abilities/Knowledge***This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.* |  |
| * Excellent organisation skills applicable to office management, related systems and their development
 | Essential |
| * Able to work with minimum supervision.
 | Essential |
| * Able to work as part of a team.
 | Essential |
| * Basic computer skills, including experience using Microsoft Windows, word-processing & e-mail.
 | Essential |
| * Ability to liaise and communicate at all levels both inside and outside the Association.
 | Essential |

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| **2. Experience***This section specifies the level and quality of experience required.* |  |
| * Experience working in an office environment.
 | Essential |
| * Experience typing a wide range of management reports and documentation.
 | Essential |

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| **3. Education/Qualifications***Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.* |  |
| * Standard Grade level or equivalent
 | Essential |

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| **4. Other***This section specifies other factors which may be necessary.* |  |

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| **5. Equal Opportunities**This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice | Essential |