

ROLE PROFILE

Role Title:	Apprentice Administrator
Department:	Supported Living Services
Role Purpose:	To provide a reception service and administrative support to customers, staff and stakeholders at the service.
Reporting to:	Inclusion Services Manager
Responsible for:	None
Disclosure level:	Enhanced DBS
Role Level:	Detail the Behaviours & Standards level that this role sits at: <u>Frontline Worker</u>
Key Role Responsibilities	<ul style="list-style-type: none"> • To be the first point of contact for all external customers whilst on reception duties • To carry out general administrative duties including processing incoming and outgoing mail • Managing telephone calls and recording clear and concise messages • Assist in maintaining diaries for events and room bookings • Support the collection and recording of rent and service charges in line with Midland Heart's financial procedures • Assist customers to access additional support with referrals or signposting to other agencies • Ensure all customer records are up to date and recorded in line with our data protection procedure • Working within a team environment, taking ownership, offering excellent customer service and exceeding the customer's expectations. • Identify any areas for improvement and look to meet and exceed any team/individual targets as set in monthly one to ones.

Education, Qualifications and Training	<ul style="list-style-type: none"> • GCSE Maths and English or equivalent qualification Grade D or above • PC literate
Knowledge and Experience	<ul style="list-style-type: none"> • Basic understanding of delivering an excellent customer service experience • An understanding of the importance of confidentiality • Basic understanding of Health and Safety • Some experience of face to face communication with a variety of people
Role Specific Skills & Behaviours	<ul style="list-style-type: none"> • Ability to work flexibly to meet the varying demands of the service • Team player that considers the role of all involved across the organisation • Committed and passionate for delivering excellent customer service • Understanding of and commitment to the principles of equality and diversity