

JOB DESCRIPTION

This Job Description is neither final nor exclusive and the range of tasks would embrace many incidents and situations which are not stated but require initiative and common sense to be applied.

JOB TITLE: Referrals Office Administrator (6 months fixed term)

REPORTS TO: Operations Manager (Becky Russell)

DATE: 5th August 2023

HOURLY PAY: £10.50

HOURS: 9:30am – 5pm (Monday-Friday)

PRINCIPAL ACCOUNTABILITIES:

- Dealing with incoming and outgoing correspondence including enquiries, referral queries, client liaison.
- Ensuring the Referrals Process operates smoothly and efficiently.
- Overseeing a small team of phone volunteers
- Conducting phone calls with clients where required.
- Putting together delivery schedules daily and ensuring the volunteer drivers have the correct information and items to deliver.
- Monitoring the incoming referrals and email inbox.
- Data entry, retrieval, and database maintenance.
- Filing and archiving
- Creating and managing documents and spreadsheets.
- Compiling reports where required.
- Proofread documents.
- Assisting the referrals team where required.

SKILLS:

- Focused on customer service and committed to achieving consistently high standards.
- Effective when working independently and as part of a team.
- Excellent communication skills (in person, on the phone and in writing) and forms good working relationships.

- Handles and resolves conflicts in a constructive manner.
- Shows flexibility and initiative.
- Planning and administration skills
- Personal organisation and time management skills (able to manage a significant number of concurrent tasks and objectives)
- ICT proficient

PERSON SPECIFICATION:

- Competent in using IT.
- Numerically proficient
- Full driving licence.
- Displays professionalism and confidence.