

## JOB DESCRIPTION

<b>Job Title:</b>	Administrative Support Officer
<b>Department:</b>	Operations Team
<b>Reporting To:</b>	Dan Harbour
<b>Reporting To Job Holder:</b>	N/A
<b>Work Hours:</b>	Part-time (24-28 hours p/w), flexible
<b>Contract:</b>	Permanent
<b>Salary:</b>	£10.18 per hour plus performance-related bonus and excellent benefits package (see below)
<b>Location:</b>	Hybrid role - based at our Oxfordshire office (in Abingdon) but with flexibility to work from home for part of the week.
<b>Job Purpose:</b>	To provide a wide range of administrative duties to the casework and advice teams in order to facilitate the smooth delivery of all business operations. Role includes providing telephone support to sales team.

### **MAIN DUTIES:**

1. To provide a wide range of organisational and administrative duties to the advice, casework and management teams as directed in order to facilitate smooth running of all business systems and operations, ensuring that administrative activities are carried out in accordance with company policy and procedures.
  2. Providing operational support to sales team, including taking telephone enquiries from clients and arranging sales consultations.
  3. Together with Legal Services Administrator, responsible for the effective operation of administrative procedures including operating and maintaining database and filing systems.
  4. Providing accurate and efficient typing and formatting support.
  5. Collecting, processing and distributing post.
  6. Managing travel arrangements of caseworkers across the country.
  7. Arranging couriers, taxis and meeting rooms as required.
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8. Scanning and processing incoming client documents and medical records with skill and care according to company procedures.
9. Managing stationary stock levels.
10. Ordering literature and supplies.
11. Processing and posting literature to advice service callers.
12. Supporting the casework team with case administration including requests for medical records and printing and posting letters.
13. Monitoring group inboxes and responding to or allocating emails as necessary.
14. Processing and posting invoices.
15. Making credit control calls as directed by Managing Director.
16. Processing incoming payments on CRM system and filing appropriately.
17. Taking card payments from clients.
18. Periodically entering registrations for literature packs on CRM system.
19. Oversight and triaging of Information and Advice service inboxes.
20. Occasional project management support functions as directed by Managing Director.
21. To meet and greet clients and visitors to the offices.
22. To adhere strictly to information governance policies and procedures, keeping abreast of developments and providing advice to staff as necessary.
23. Keep operating procedures under review to identify areas of potential development and / or improvement and make recommendations.
24. Attending line management, supervision and team meetings as appropriate.
25. Archiving.

The above is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your developing role and the overall objectives of the companies.

This post may be subject to a satisfactory Disclosure and Baring Service check or equivalent.

**STAFF BENEFITS:** Pension Scheme, Generous Annual Leave Entitlement, Death in Service Benefit 4x salary, Flexible Working, Health & Dental Care Plan, Professional Development Plan, Employee Rewards Scheme (Perkbox) and Performance-Related Bonus.

## PERSON SPECIFICATION FORM

**Job Title:** Administrative Support Officer

**Department:** Operations Team

Specification	Essential Requirements	Desirable Requirements
<u>Qualifications/ Education/ Training:</u>	Strong IT skills and an ability to use Microsoft Office Applications to a high standard.	Advice, customer service or project management qualification.
<u>Relevant experience:</u>	Managing day-to-day operations and developing and implementing effective and efficient office systems.	Experience of working within or understanding the relationships across Health and Social Services.  Experience of working in an administration role either within a private firm, health or social care organisation, or third sector organisation.
<u>Relevant knowledge/skills:</u>	Excellent oral and written communication skills with an ability to engage effectively with a range of stakeholders. Able to establish a good rapport with clients in a professional and caring manner, upholding brand values.  The ability to work with attention to detail and accuracy, handling confidential and sensitive information with discretion. Able to keep good records, monitor and report.  Excellent and demonstrable organisational and administrative abilities.	An understanding of effective listening and questioning techniques.
<u>Personal attributes:</u>	A demonstrable ability to work with a client group who may be lonely, upset and experiencing strong and complex emotional feelings.  Able to work on own initiative, to prioritise work, and to work under pressure.	Flexible attitude to work, including availability to work some evenings when required.  An ability to work as part of a small and dynamic team.

<u>Special Requirements:</u>	A commitment to the principles of equal opportunities and anti-discrimination whether race, religion, age, gender or sexual orientation.  This post may be subject to a Disclosure and Barring Service check.	
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## Background Information

NHS Continuing Healthcare is the name given to a package of health care that some people need to receive as a result of a disability, accident or illness. Individuals who are assessed as eligible for NHS Continuing Healthcare will have the full cost of their care and accommodation funded by the NHS.

The criteria for determining eligibility is highly complex and can be very difficult to understand because it is based upon case law and often poorly-understood legal tests rather than primary legislation. Our experience has shown that there is a lot of confusion surrounding continuing healthcare because of the complex nature of the criteria, as well as lengthy and detailed assessment processes. Likewise, the appeal process can be very daunting and perplexing to individuals who do not know what to expect.

Over the past 16 years, Age UK Oxfordshire has provided a free advice, support, advocacy and active casework service to individuals in the South of England going through the assessment or appeal process. In that time they have worked with over 7,500 families and won over 70% of appeals, establishing a national reputation for quality advice and casework within continuing healthcare professional circles.

Beacon is the trading name of Ethical Legal Services Ltd, a company which has evolved from Age UK Oxfordshire's original continuing healthcare project. Beacon utilises the extensive experience of its casework team to fill both a commercial gap and a social need in the national support market for continuing healthcare. Beacon aims to ensure that individuals receive a fair, accurate & comprehensive assessment of need, being empowered to make informed appeal choices. Beacon is a social enterprise, producing operating surpluses which are donated to charity to support vital services for older people.

Beacon operates an ethical business model which places the client at the heart of the process and aims to achieve the best possible outcome for our clients through robust and non-confrontational engagement with CCGs. Our team of advisers and caseworkers have established a strong reputation for their thorough understanding of the eligibility criteria and key principles, combining excellent client engagement with high-quality case representation. In seven years we have supported 40,000 people and achieved a consistently high quality score from our clients.

## Our Values

At Beacon, we employ people who want to do things differently to other organisations working in this field. Five values sum up our culture and how we treat our clients and our staff:

### 1. Ethical

#### Commitment to our clients

We operate with honesty and integrity. We are transparent about our funding set-up and our fees, which we keep as low as we sensibly can. We never 'hard sell' our services, we keep you informed

at every step, and we always give our honest opinion of your chances of success. As a social enterprise, we donate any profits to charity.

#### Commitment to our team

We operate with honesty and integrity, and always work hard to get the best results for our clients and the business. We work to high standards, and trust our people to respectfully speak out if we fall short.

## **2. Expert**

#### Commitment to our clients

We pride ourselves on being recognised as leading independent experts in NHS Continuing Healthcare (CHC). We apply our knowledge and experience to help every case and caller. We also strive to improve CHC for everyone, by training health and social care professionals.

#### Commitment to our team

We are the leading experts in our field. We encourage and value innovation and evolution in what we do, and how we do it. We are united in developing the business and its services.

## **3. Personal**

#### Commitment to our clients

By listening carefully to you and the people who really know about your care needs, we can provide excellent advice and powerful advocacy tailored to your unique situation.

#### Commitment to our team

We get results by getting to know our clients. We do the same with our people, offering flexible working options to suit your circumstances, and taking time out to have fun as a team.

## **4. Compassionate**

#### Commitment to our clients

We are mindful of the immense stress that our callers and clients can be under, at what is often a really tough time. We do our best to lift some of that burden by providing a quality service that you can trust, and by being compassionate and courteous at all times.

#### Commitment to our team

The nature of the work can be stressful and emotionally draining. We take care and time to look out for each other, and encourage healthy work habits.

## **5. Rewarding**

#### Commitment to our team

We take the time to celebrate success and are inspired by one another's achievements. We provide a generous and varied suite of benefits that can be enjoyed by our people and their families.