**Job title:** Hub Administrator

**Responsible to:**  Hub Support & Reception Team Leader

**Accountable to:** Shared Services Manager – The Hub

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**Our Values**

## Fulfilling Lives is our core purpose

## Every one of us makes a difference is the belief that drives us

## Caring, Passionate and Teamwork are the values that underpin everything we do

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## Job Summary

## The role of the Hub Administrator is to possess a high level of customer service and a friendly disposition. As a team we provide a switchboard for internal and external callers as well as administrative duties and tasks. This position requires frequent contact with home managers, relatives, and other key stakeholders on a daily basis. Building strong relationships within the organisation will be vital as you will be acting as the first point of contact for the Company.

### Key Responsibilities

* Receive and manage incoming telephone calls and associated emails from various avenues and to maintain excellent verbal and written communication skills with team members and visitors
* To effectively maintain the shared inboxes and direct enquires to the relevant departments in a timely manner.
* Coordinating incoming and outgoing mail
* Keeping members of the business updated with announcements and team movements
* Build good working relationships within the organisation.
* Comply with the Company appraisal system and attend an appraisal every year.
* Ensure updated mandatory training requirements are met.

**Customer Care**

* The operational teams, our residents and all visitors to our care homes are our customers. Therefore every person working in the Helpdesk team is a key component in the package of services that is provided to the care homes. Our service will be delivered in a timely fashion with a can-do attitude to ensure that residents live in an environment that is safe, clean, welcoming and above all is reflective of the quality care that underpins Care UK’s business.

### Health and Safety

As an employee of Care UK, the post holder has a duty under the Health and Safety at Work Act 1974, to:

* Take reasonable care of the health and safety of themselves and all other persons who may be affected by their acts or omissions at work.
* Co-operate with their employer to ensure compliance with Health and Safety legislation and the Health and Safety policies and procedures of the organisation, not intentionally or recklessly interfere with, or misuse, anything provided in the interests of health, safety, or welfare, in pursuance of any of the relevant statutory provisions.
* To ensure that adequate measures are taken to protect the health and safety of all staff including the maintenance and upkeep of a safe environment.

**Data Protection**

The post holder must at all times respect the confidentiality of information in line with the requirements of the Data Protection Act and the company’s ISO27001 accreditation.  This includes, if required to do so, obtain, process and/or use information held on a computer in a fair and lawful way, to hold data only for the specified registered purposes and to use or disclose data only to authorised persons or organisations as instructed.

* This list of duties and responsibilities is by not exhaustive and the post holder may be required to undertake other relevant and appropriate duties as reasonably required.
* This job description is subject to regular review and appropriate modification.

I confirm I have read and understand this Job Description

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| --- |
| **Name of postholder** |
| **Signature**  |
| **Date** |

##### Person specification

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| **Criteria** | **Essential** | **Desirable** |
| Qualifications | * GCSEs (or equivalent)

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| Experience | * Working effectively and efficiently in a fast paced environment
* Track record in delivering a proactive and customer focused service
* Ability to work on own initiative, identifying when issues need to be escalated to line manager.
* Supporting other Managers and colleagues
 | * Demonstrable continued professional development
* Experience of working in a health care environment
* Experience in working in a queue based team
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| **Technical Skills** | * Knowledge of helpdesk support
* Ability to plan workload and prioritise tasks
* Effective communicator both verbal and written
* Ability to report effectively on progress and communicate confidently to all stakeholders
* Ability to think quickly and take immediate action to make positive changes
* IT literate
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| **Personal Qualities** | * Self-motivated, flexible, and enthusiastic
* Works collaboratively with others always sharing ideas and information
* Effectively builds trust with a consistent approach between actions and words
* Is able to use own initiative but knows when to consult
* Calm professional and confident
* Excellent telephone manner
* Has the ability to adapt to change and work flexibly
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