



bibic
April 2018

Job Description

Job title: Family Services and Administration Co-ordinator

Reports to: Operations and Development Manager

Job purpose: To be responsible for the operation and delivery of services to families and professional to ensure a positive experience with their contact with bibic. This process is from the initial enquiry throughout their journey with bibic. To be the appointed person for Health and Safety and bring areas of concern to the Operations Manager.

Tasks

1. Maintain a working knowledge of the conditions presented and methods used in bibic therapy and develop this in response to changes.
2. Receive and respond to enquiries from families and professionals booking telephone interviews where required.
3. Ensure there is an up to date knowledge of services to signpost unsuccessful referrals to.
4. Liaise with families and therapists to arrange and schedule required services and confirm those in writing to families. Reschedule and deal with cancellations as required, including cancellation charges.
5. Manage the payment system for families and professionals with responsibility to send information for invoices to Finance, agree payment arrangements with families, respond to and manage non-payments.
6. Monitor the Family journey through the various phases of the service (starting with Enquiry and ending with the Therapy Report to the family), to ensure compliance with timescales and other service standards.
7. Monitor allocations to Therapists, to ensure fair and appropriate workloads.
9. Maintain and manage the Clinic Database, archive files periodically, alert staff to errors, and recommend developments. Assist with the implementation of any new Database developments and ensure staff are trained in how to use the database.

11. Produce routine statistical information and other impromptu information when required.
12. Collate data needed to monitor our service standards, and lead on the development of those.
13. Assist the Operations Manager in collating our network of partners, and in communicating with those and maintaining our relationship with them
14. Attend and participate in Team Meetings, monthly supervision and annual appraisal, and complete actions within agreed timescales.
15. Assist Therapists and the Operations Manager with preparations and materials for promotional and training events and deliver presentations as required to small groups.
16. Provide cover when the Receptionist is absent
17. Keep an up to date asset list.
18. Oversee the organisation's IT, landline and telephone equipment and contracts. Maintain a recommended programme of replacements and renewals. This includes periodic review of supply contracts (for example mobile phone contract), and sourcing best value when contracts expire, or when adjustments appear available mid-contract.
19. Keep our IT security under review, to ensure adequate data protection of our subject information, and recommend actions as necessary, reporting any breach to the Operations Manager. Ensure the daily 'back-up' of our IT network
20. Carry out annual reviews of the databases we currently use and ensure they remain fit for purpose.
21. Act as the 'Appointed Person' for H&S and take a lead role for the premises, keeping abreast of law and best practice so we comply with those. Ensure a routine H&S checks is carried out on our rented area (which include checks on the Landlord's fire alarm and fire safety equipment) and ensure corrective actions are taken by bibic, or reported to the Landlord, within timescale.
22. Ensure the annual PAT testing of relevant equipment and maintain a register of the same. Ensure evidence is received of the Landlord's key responsibilities at the required intervals;
 - Asbestos Register
 - 5 yearly electrical tests
 - gas safety certificate
 - Legionella certificate
 - Air con
 - Lift
23. Ensure that company vehicles are routinely checked for defects, arrange the annual MOT and Vehicle Tax, and recommend on the annual car insurance renewal.

Additional duties

1. Carry out other duties as may be required from time to time
2. Act at all times within bibic's policies and procedures
3. Promote bibic's good name, and an effective working relationship, with outside organisations
4. Work outside office hours, travel, and make overnight stays when required

Terms and conditions

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| Salary: | £17,000 per year |
| Holiday: | 20 + 3 mandatory days between Christmas and New Year, + B/H's |
| Hours: | 37.5 hours per week |
| Pension: | You will be eligible to join bibic's auto enrolment scheme |

Person Specification

Education and qualifications.

Essential

- GCSE or 'O' Level Maths and English
- Health and Safety knowledge or willingness to undertake training.

Desirable

- ECDL or similar

Experience/attainments

Essential

- Demonstrable experience in the use of Microsoft Office, including Excel
- At least 2 years' experience in an office administration role
- Experience in dealing with public enquiries, sometimes from anxious or distressed callers
- An understanding of good customer relations.
- Use of Databases

Desirable

- Experience in working with children with disabilities.

Skills and knowledge

Essential

- Excellent accurate Computer/keyboard skills.
- Proficient and developed interpersonal skills.
- Excellent telephone manner.
- Accurate and good written and oral communication skills.

Aptitude and abilities

Essential

- General understanding of the charity's objectives.
- Able to work in a team.
- Ability to set own priorities and meet deadlines
- Ability to work on own initiative without supervision.
- Ability to work well under pressure.
- Ability to create and to produce own ideas.
- Attention to detail.
- Ability to deal tactfully with difficult calls or interviews.

Disposition

- Courteous attitude.
- Sense of humour
- Willingness to learn.

Circumstances

Essential

- Flexibility to work out of hours occasionally which may include overnight stays away from home.

Desirable

- Full UK driving licence