

## NECA JOB DESCRIPTION

| ROLE OVERVIEW                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| Job Title                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Gambling Hub Administrator                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Salary                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | 21 per week                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Hours of Work                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | £14,700 per annum (pro rata of £24,500 per annum)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Location                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Harrogate                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Line Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Gambling Service Manager                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Purpose of Job                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>To provide efficient and effective front line administrative support across Gambling Treatment Services.</p> <p>The post holder will act as the first point of contact for service users, professionals and visitors, supporting the effective operation of the Regional Hub through reception duties, appointment coordination, referral administration and general office support. The role will contribute to delivering a welcoming, professional and responsive service environment whilst ensuring administrative processes are completed accurately and within required timescales.</p> |
| DUTIES AND RESPONSIBILITIES                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b><i>Reception and Customer Service</i></b></p> <p>Act as the first point of contact for visitors, telephone enquiries and email correspondence.</p> <p>Provide a professional, welcoming and responsive service to service users, carers, professionals and partner organisations.</p> <p>Respond to routine enquiries and direct individuals to appropriate colleagues and services.</p> <p>Receive visitors to the service and ensure appropriate sign-in and access procedures are followed.</p> <p>Support the maintenance of a safe and welcoming environment for service users and visitors.</p> <p><b><i>Administrative Support</i></b></p> <p>Provide efficient and effective administrative support across Gambling Services.</p> <p>Undertake general office duties including mail handling and document preparation.</p> <p>Maintain electronic filing systems in accordance with organisational policies and procedures.</p> <p>Coordinate room bookings for internal meetings, service delivery and external partner organisations, ensuring rooms are clean, prepared and equipped appropriately, providing a professional reception and hosting service for visitors and external providers attending the hub.</p> <p>Monitor stock levels and order office supplies in line with local procedures.</p> <p>Support the preparation and distribution of meeting agendas, minutes and service documentation.</p> <p>Assist with the organisation of events, meetings and service promotion activities.</p> <p><b><i>Appointments and Referrals</i></b></p> <p>Support the receipt and processing of referrals received through approved referral pathways.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

Input referral information onto service databases and systems accurately and within required timescales.

Arrange, amend, cancel and rebook appointments as required.

Maintain appointment schedules and support the effective utilisation of practitioner diaries.

Liaise with service users, practitioners and external agencies regarding appointments and service access.

Ensure all relevant records are updated promptly and accurately.

### ***Information and Data Processing***

Input, update and maintain client and service records on relevant electronic systems.

Undertake routine data checking activities to support data quality and record accuracy.

Generate routine administrative reports as requested.

Ensure all information is managed securely and in accordance with data protection and confidentiality requirements.

Escalate data quality concerns or system issues to the Gambling Service Manager.

### ***Facilities and Premises Support***

Support the day to day operation of service premises.

Report maintenance, safety or facilities concerns promptly through appropriate channels.

Support implementation of local health and safety arrangements within the office environment.

Ensure records are maintained accurately and in accordance with organisational requirements.

To undertake any other task which may be deemed appropriate to the post

### ***Quality Assurance and Compliance***

Ensure services are delivered in accordance with relevant quality standards.

Ensure quality standards are maintained through continual monitoring of own performance expectations; and through stakeholder feedback.

Ensure records are accurately maintained and are in compliance with relevant legislation and NECA systems, controls, policy and procedures concerning the accurate collection, maintenance, retrieval, security and storage of data.

All members of staff are bound by the requirements of the Data Protection Act and any breaches of the Act or of the confidential nature of the work of this post could lead to disciplinary action.

### ***Health and Safety***

Ensure a safe working environment for self, colleagues, and service users at all times.

Ensure completion of risk assessments as required

Ensure compliance with the Safety, Health, Environment and Fire (SHEF) Handbook.

### ***Personal and Professional Development***

Seek, accept and participate in monthly Managerial supervision and Annual Appraisal in line with organisational policy and procedure

Provide professional support to all colleagues

Continually review and assess own performance and identify further development needs

Participate in further learning, development and training in line with professional development needs and in accordance with relevant regulatory bodies.

Maintain Personal Development Plan with identified targets and action plans with annual appraisals of practice/competency.

Complete all mandatory training as required

### **Criminal Record Checks**

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (DBS) to check for any previous criminal convictions.

### **Values and Behaviours**

Ensure Compliance with all Staff Codes of Conduct, Policies and Procedures including HR, Health and Safety, Operational and Quality and Clinical Governance Handbooks.

Ensure compliance with Regulatory / professional Membership Codes of Conduct, Policies and Procedures

Ensure all individuals are treated with dignity and respect at all times

NECA aim to offer a quality service at all times and are committed to promoting continual improvement throughout all services delivered. All staff are expected to share this aim and contribute towards upholding and enhancing further the standard and quality of service delivered throughout NECA

Adhere to the NECA values

|             |                                                                                                                 |
|-------------|-----------------------------------------------------------------------------------------------------------------|
| RESPECT     | We listen and communicate directly and openly. We value Diversity.                                              |
| QUALITY     | We challenge ourselves to deliver the highest quality of service                                                |
| INTEGRITY   | We do what is right not what is easiest.                                                                        |
| PARTNERSHIP | We achieve our best when working together.                                                                      |
| EMPOWERMENT | We work with you as a unique individual                                                                         |
| COMMITMENT  | Commitment comes to life through passion in what we do. As individuals and as an organisation, we create value. |

***NECA reserves the right to amend or add to Job Descriptions***

**Core Competences / National Occupational Standards (Including Drug and Alcohol National Occupational Standards – DANOS):**  
<http://tools.skillsforhealth.org.uk>

| Core Competence                          |                                                                                                                                                                              | NOS / DANOS Reference | NOS Title                                                                   |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|-----------------------------------------------------------------------------|
| <b>Client Focus and Service Delivery</b> |                                                                                                                                                                              |                       |                                                                             |
| <b>Efficiency</b>                        | Manage time and resources effectively to ensure the quality of care is maintained or enhanced                                                                                | HT4                   | <i>Manage and organise your own time and activities</i>                     |
| <b>Professionalism</b>                   | Ensures practice is consistent with scope of practice, organisational, professional and regulatory standards, guidance and codes of conduct. Respect professional boundaries | GEN63                 | <i>Act within the limits of your competence and authority</i>               |
| <b>Customer Service</b>                  | Maintain the highest standards of care and service, taking responsibility for individual customer service and contributing to the wider aims of the team                     | CFACSD2               | <i>Support customer service improvements</i>                                |
| <b>Best Practice</b>                     | Use up-to-date knowledge and evidence to assess, plan, deliver and evaluate own practice, communicate findings, influence change and promote best practice                   | CFABAC122             | <i>Deliver, monitor and evaluate customer service to external customers</i> |
|                                          |                                                                                                                                                                              | CFABAC121             | <i>Deliver, monitor and evaluate customer service to internal customers</i> |
| <b>Coordination and Administration</b>   | Efficiently performs and facilitates administrative activities and procedures for the effective operation of the service                                                     | CFABAD323             | <i>Research information</i>                                                 |
|                                          |                                                                                                                                                                              | IUF: FS               | <i>IT user fundamentals</i>                                                 |
|                                          |                                                                                                                                                                              | SS33                  | <i>Enter, retrieve and print data in a database</i>                         |
|                                          |                                                                                                                                                                              | SCDHSC0245            | <i>Receive visitors in health and social care settings</i>                  |
|                                          |                                                                                                                                                                              | CFABAD332             | <i>Store and retrieve information</i>                                       |
|                                          |                                                                                                                                                                              | CFABAA411             | <i>Support the organisation of meetings</i>                                 |
|                                          |                                                                                                                                                                              | CFABAA612             | <i>Handle mail</i>                                                          |
| <b>Communication</b>                     |                                                                                                                                                                              |                       |                                                                             |
| <b>Effective Communication</b>           | Communicate in a succinct, engaging manner and assertively when needed using appropriate styles and methods                                                                  | SCDHSC0031            | <i>Promote effective communication</i>                                      |
|                                          |                                                                                                                                                                              | CFABAA621             | <i>Make and receive telephone calls</i>                                     |
| <b>Information gathering</b>             | Know how to access relevant information and use and apply information in practice.                                                                                           | CFABAD323             | <i>Research information</i>                                                 |
| <b>Empathy, Support</b>                  | Listen, support others, gain trust, show understanding and adopt a non-confrontational and non-judgemental approach                                                          | SCDHSC0021            | <i>Support effective communication</i>                                      |
| <b>Building Relationships</b>            | Gain and maintain the trust and support of colleagues                                                                                                                        | SCDHSC3121            | <i>Promote the effectiveness of teams</i>                                   |

|                              |                                                                                                                                                                                                                                                                                              |            |                                                                                                     |
|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------------------------------------------------------------------------------------------------|
| <b>Data Management</b>       | Maintain accurate, clear and complete records and reports                                                                                                                                                                                                                                    | SFJCCDF1.1 | <i>Maintain the security of data through your own actions</i>                                       |
| <b>Team Working</b>          |                                                                                                                                                                                                                                                                                              |            |                                                                                                     |
| <b>Collaboration</b>         | Adopt a team approach; acknowledge and appreciate efforts, contributions and compromises; develop networks                                                                                                                                                                                   | SCDHSC0241 | <i>Contribute to the effectiveness of teams</i>                                                     |
|                              |                                                                                                                                                                                                                                                                                              | CFACSD8    | <i>Work with others to improve customer service</i>                                                 |
| <b>Self and Others</b>       | Works in partnership with colleagues for the benefit of service users. Is self-aware and confident in own ability.                                                                                                                                                                           | GEN39      | <i>Contribute to effective multidisciplinary team working</i>                                       |
| <b>Leadership</b>            | Act as a role model. Show initiative, take ownership of work and organise and manage self while taking account of the needs and priorities of others and the service.                                                                                                                        | SS04       | <i>Give customers a positive impression of yourself and your organisation</i>                       |
| <b>Integrated Governance</b> |                                                                                                                                                                                                                                                                                              |            |                                                                                                     |
| <b>Knowledge</b>             | Have up-to-date knowledge of national standards, regulations, and legislative requirements relevant to own area of practice. Understand and work within local and national policies, processes and systems that impact on practice and understand impacts on the wider healthcare community. | SCDHSC0043 | <i>Take responsibility for the continuing professional development of yourself and others</i>       |
| <b>Accountability</b>        | Accept professional accountability and maintain the standards of professional practice as set by appropriate regulatory body                                                                                                                                                                 | GEN23      | <i>Monitor your own work practices</i>                                                              |
| <b>Safeguarding</b>          | Assess and manage the risk to service users, recognise indicators of possible harm and refer as appropriate if a safeguarding concern is identified                                                                                                                                          | SCDHSC0024 | <i>Support the safeguarding of individuals</i>                                                      |
| <b>Quality and Safety</b>    |                                                                                                                                                                                                                                                                                              |            |                                                                                                     |
| <b>Decision Making</b>       | Make person-centred, evidence-based judgments and decisions, in partnership with others involved in the care process, to ensure high quality care. Make or review a diagnosis, generate options and follow up                                                                                | SCDHSC3115 | <i>Process information for use in decision-making</i>                                               |
| <b>Safety</b>                | Show awareness of own limitations; take reasonable care of health and safety of you, your team and others ensuring compliance with health and safety requirements; Be uncompromising on service user safety.                                                                                 | CFAWRV1    | <i>Make sure your actions contribute to a positive and safe working culture</i>                     |
|                              |                                                                                                                                                                                                                                                                                              | SCDHSC0022 | <i>Support the health and safety of yourself and individuals</i>                                    |
|                              |                                                                                                                                                                                                                                                                                              | GEN134     | <i>Contribute to the prevention and management of abusive, aggressive and challenging behaviour</i> |
| <b>Integrity</b>             | Uphold personal and professional ethics and values. keep information secure and confidential in accordance with the law and relevant ethical, regulatory and organisational frameworks                                                                                                       | CHS169     | <i>Comply with legal requirements for maintaining confidentiality in Healthcare</i>                 |
|                              |                                                                                                                                                                                                                                                                                              | SFJCCDF1.1 | <i>Maintain the security of data through your own actions</i>                                       |

| Core Values              |                                                                                                                                                                     |            |                                                              |
|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------------------------------------------------|
| Equality and Diversity   | Value, respect and promote equality and diversity, adhering to equality and human rights legislation and taking into account the values of the organisation.        | SCDHSC3111 | <i>Promote the rights and diversity of individuals</i>       |
|                          |                                                                                                                                                                     | SS01       | <i>Foster people's equality, diversity and rights</i>        |
| Learning and Development | Learn through participating in continuing professional development and from experience and feedback. Actively participate in the review and development of practice | GEN23      | <i>Monitor your own work practices</i>                       |
|                          |                                                                                                                                                                     | GEN36      | <i>Make use of supervision</i>                               |
|                          |                                                                                                                                                                     | SCDHSC0023 | <i>Develop your own knowledge and practice</i>               |
|                          |                                                                                                                                                                     | SCDHSC0033 | <i>Develop your practice through reflection and learning</i> |
| Innovation               | Actively contribute to plans to achieve service goals creating a climate of continuous service improvement                                                          | CFACSD9    | <i>Promote continuous improvement</i>                        |
|                          |                                                                                                                                                                     | CFABAA112  | <i>Contribute to innovation in a business environment</i>    |

## ESSENTIAL KNOWLEDGE, QUALIFICATIONS, SKILLS, AND EXPERIENCE REQUIRED

| <b>Person Specification – Essential Criteria</b>                                                 |
|--------------------------------------------------------------------------------------------------|
| <b>Knowledge</b>                                                                                 |
| Equality and Diversity Practices                                                                 |
| Administrative systems and processes                                                             |
| Information management systems                                                                   |
| Understanding of principles governing data protection                                            |
| Understanding of confidentiality and handling sensitive information                              |
| Knowledge of service user group                                                                  |
|                                                                                                  |
| <b>Skills / Personal Attributes</b>                                                              |
| Ability to work on own initiative, self-motivate and work as part of a team                      |
| Excellent verbal and written communication skills                                                |
| High level of interpersonal skills                                                               |
| Excellent Administrative / ITC skills                                                            |
| Minute taking                                                                                    |
| Ability to prioritise and multitask                                                              |
| Proven organisational, planning and time management skills                                       |
| Strong attention to detail and process orientated.                                               |
| Ability to solve problems                                                                        |
| Assertiveness                                                                                    |
|                                                                                                  |
| <b>Experience</b>                                                                                |
| Data entry into a customer relationship management system (CRM) or database.                     |
| Providing efficient and reliable administrative support, ideally in a similar environment.       |
| Establishing positive working relationships with internal and external stakeholders              |
| Researching, collating and developing resources                                                  |
|                                                                                                  |
| <b>Qualifications</b>                                                                            |
| Good basic standard of education at least 5 C/GCSE's or equivalent (including Maths and English) |
| Ideally, an NVQ level 2 qualification in Business Administration / Word processing / IT          |
|                                                                                                  |

**The above attributes are essential criteria without which a candidate would not normally be short listed for interview.**