

Administrator

Applicant Information Pack





A warm welcome from SLSW

Hello,

Firstly, thank you for your interest in joining Shared Lives South West as a member of our Administrative Team.

Our focus is to provide people with high quality, person- centred support and that happens each and every day thanks to our incredible SLSW Carers and our committed staff team.

Since our humble beginnings in 2004, we have achieved many great things and have grown and evolved our services over the years. In 2019 we were rated 'Outstanding' by the Care Quality Commission and we are passionate about flying the flag for the care sector. Our staff team, SLSW Carers, people who use our services and volunteers all play vital roles in making SLSW what it is today.

We recognise the benefits of a diverse team and welcome people of all age, disability, gender identity, marital status, race, faith or belief, sexual orientation and socioeconomic background

So if you are looking to join a team who really put people at the centre of all they do please read on or contact us today.

We look forward to hearing from you,

Laura Maker
People and Culture Leader



About Shared Lives South West

Shared Lives South West recruits, trains and supports individuals and families (Shared Lives Carers) who can offer accommodation and care for adults with care and support needs in their home, enabling the person to share in family life and maintain their independence. This is known as Shared Lives.

Our service supports adults over 18 years of age and occasionally young people in transition into adult services from the age of 16 upwards. We currently support around 320 people on a long-term basis in around 290 shared lives homes and have up to a further 130 people using our short break services. We provide support to people with learning disabilities, people who have a diagnosis of dementia, a physical or sensory disability, mental ill health and parents who have a learning disability with their child. We currently have five contracts from Local Authorities across Cornwall, Devon and Somerset to support our work and a range of project funding totalling around £1.8 million per annum.

You can read more about the activities of Shared Lives South West on our website www.sharedlivesw.org.uk

Shared Lives South West is a registered charity and a not-for-profit company limited by guarantee. We were established in 2004.



Our vision, purpose and our values

Our Vision To be the leading Shared Lives provider in the country.

Our Purpose To make a positive impact on the lives of the people we support.

Our Values Putting **CARE** into everything we do...



Community- Working together with a shared purpose and belonging to achieve common goals.



Autonomy- Empowering people to take ownership and accountability for decision-making.



Resilience- Building the strength and character to embrace change and challenge.



Equity- Giving people what they need to have equal access to opportunities in life.



The SLSW Team

Currently we have a staff team of almost 50 people working across SLSW led by CEO Dominic Spayne.

SLSW is made up of the Leadership Team, Shared Lives Coordinators, Funding and Benefits, People and Culture Team, Finance Team and Admin.

Quotes from staff about why they enjoy their role

“

Knowing that I am making a difference.

”

“

I enjoy putting time into how we support people to be their best.

”

“

I love the day to day problem solving and support skills that I can use in my role.

”

“

I help to make our processes as smooth and successful as possible, and keep people informed and included throughout.

”



If I join Shared Lives South West as part of the team what can I expect?

You will be joining an enthusiastic and committed team of staff who are passionate about Shared Lives as a care model

Shared Lives South West offers a rewarding role that enriches the lives of the people we support, a positive and supportive team environment, clearly defined salary progression, 25 days annual leave (plus bank holidays), a contributory pension, as well as training and development opportunities.

This is a permanent post and would be offered subject to satisfactory references and DBS check.



Job description- Administrator

Reporting to: People and Culture Leader

Working closely with: Funding & Benefits Team
Operational Team
People Team
Finance Team

Remuneration: £19,544

Hours: 37.5

Days worked: Monday to Friday, 9am until 5pm

Contract: Permanent

Based: Zealley House, Kingsteignton, Devon.

Purpose Statement

Assist the delivery of Shared Lives services by providing high quality administrative support.



Duties include:

Office

- To be the initial point of contact for all telephone enquiries and visits to the office.
- To ensure the smooth running of the office by managing resources and provisions, taking a key role in keeping the office clean, safe and well organised.
- To deal with all incoming and outgoing post, and process service correspondence.
- Where applicable, and following additional training, support the management of office health and safety.

Funding and Benefits Team

- To assist in the collecting and monitoring of funding and benefit paperwork and financial information, updating record management systems in the process.
- Communicate with external agencies, SLSW Carers and people supported to follow up on outstanding actions.
- To prepare new starter packs, leaver paperwork and other correspondence, at the instruction of the funding and benefit team.



Operations Team

- To create and maintain records for SLSW Carers and people supported on agreed information systems.
- To ensure all SLSW Carers are in date with compliance areas and alert operations team in cases of non-compliance.
- To participate in planning and organising Carer events and training.
- To provide support to the Carer approval process, including organising panel meetings, collating and issuing panel paperwork, and minute taking.
- To manage the on-call rota, liaising with SLCs and Team Leaders where appropriate.

Other duties

- To provide administrative support to other parts of the organisation including People Team and Finance Team.
- To fulfil countersignatory role, processing and managing DBS check applications.
- Any other duties as directed by the leadership team that may be appropriate to this post.
- To work in accordance with organisational policies at all times.

The above outlines the duties required at this time but is not a comprehensive or exclusive list and duties may be varied from time to time which do not change the general character of the job or the level of responsibility entailed.



Person specification

Having the right person in the role is really important to us. If you are interested in applying, but are not sure whether you have all the criteria listed on the person specification, please do get in contact with us.

<p>PERSONAL ATTRIBUTES</p>	<p>Cares deeply about people and is passionate about helping others to achieve their potential.</p> <p>Displays enthusiasm and vision to develop the role and is committed to improving the organisation.</p> <p>Highly motivated; strives for excellence in everything they do.</p> <p>Highly organised, with a keen attention to detail and a strong work ethic.</p> <p>Positive, energetic, solution focused and comfortable challenging the status quo.</p> <p>Calm under pressure, flexible, resourceful and resilient.</p>
<p>SKILLS AND ABILITIES</p>	<p>Team working skills.</p> <p>Good written and verbal communication skills; can tailor communication for different audiences and circumstances, contribute effectively in meetings and represent the organisation externally.</p> <p>Able to work very flexibly as part of a small team and take on a wide variety of tasks.</p>

SKILLS AND ABILITIES CONT.	<p>Able to work autonomously, multi-task and prioritise workload with regular supervision.</p> <p>Experience of organising and administering meetings and events (not essential)</p> <p>Methodical approach to tasks, able to prioritise and work to deadlines.</p> <p>Confidently use Microsoft Office and similar software.</p>
QUALIFICATIONS	<p>Good level of general education. GCSE English and Maths grade C or above or equivalent.</p> <p>Level 2 Business Administration or equivalent range of qualifications (not essential).</p> <p>European Computer Driving Licence or equivalent (not essential).</p> <p>A commitment to professional development and willingness to undertake any training or qualifications that support the role.</p>
KNOWLEDGE AND EXPERIENCE	<p>Experience of working in a similar administrative role, PA or secretary.</p> <p>Experience of record keeping, file management, inputting and extracting information from an electronic database.</p> <p>Experience of working in a busy office using a computerised network.</p> <p>Proven track record of developing strong and effective mutually beneficial internal and external relationships.</p> <p>Current knowledge of Data Protection requirements.</p>
OTHER REQUIREMENTS	<p>A commitment to non-judgmental and anti-discriminatory practice.</p> <p>Full driving licence and able to travel according to the needs of the role.</p>



How to apply

If you would like an informal chat about the role or if you have any queries about the recruitment process, please contact Laura Maker, People and Culture Leader, on people@sharedlivessw.org.uk or our Devon office on **01626 360170**.

We welcome people regardless of age, disability, gender identity, marital status, race, faith or belief, sexual orientation and socioeconomic background and welcome applications from people who hold these identities.

Please complete the application form (CV's alone are not accepted) and return it via post or email. All candidates will be notified if selected for interview or not.

Closing Date

9am on June 21, 2022.

Interviews

For those shortlisted, informal chats with our team will take place on June 27, 2022. Interviews take place on June 28, 2022.

Further information

For further information on SLSW, visit our [website](#).

To read the latest SLSW Annual Report, [click here](#).

For information about how we use and store your data under the General Data Protection Regulations (GDPR) 2018, please refer to our [privacy policy](#).