

Administrator

Applicant Information Pack





A warm welcome from SLSW

Hello,

Firstly, thank you for your interest in joining Shared Lives South West as an Administrator. Our focus is to provide people with high quality, person-centred support and that happens each and every day thanks to our incredible Shared Lives 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, Shared Lives 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 310 people on a long-term basis in around 290 shared lives homes and have up to a further 145 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 more than 40 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. ”



Job description- Administrator

Reporting to:	Team Leader
Remuneration:	£26,112.57 FTE
Hours:	16.5 hours a week
Days worked:	To include a Wednesday and a Friday
Contract:	Permanent
Based:	Zealley House, Kingsteignton, Devon

Purpose Statement

To be part of a pooled administrative team providing office and administrative support to Shared Lives South West services, delivering effective customer service, and maintaining accurate records and service information systems.



Duties include:

- To be the first point of contact for all enquiries, by telephone, email, and in person.
- To handle administration of new carers and support carers through application, assessment and approval, as per guidance document.
- To process referral administration for people using our services, as per guidance document, in liaison with the Team Leader.
- To plan, organise and monitor carer and support carer training events, and ensure all carers are aware of any outstanding training requirements.
- To produce assessment documentation for the approval panel and support all aspects of the administration of the panel process.
- To process and manage all carer, support carer and staff DBS checks, as per guidance document.
- To ensure all active carers have appropriate up to date insurance cover and alert the Team Leader in cases of non-compliance.
- To maintain the records of people who use our services as well as carer and support carer records in a variety of written and electronic formats and to keep service information systems up to date and accurate.
- To assist with the updating of vacancies on the website.



- To provide PA support to the Team Leader as required, including arranging meetings, taking minutes at meetings, issuing correspondence as requested.
- To organise meetings and events, including carer consultation meetings, scheme meetings, staff meetings, and provide administrative support to such events as required.
- To manage the on-call rota, liaising with SLCs and Team Leaders where appropriate, taking into consideration various diary restrictions, and updating the answering machine as required.
- To deal with all incoming and outgoing post, and process service correspondence, including all referrals and carer applications, letters, reports etc.
- To provide admin assistance to all parts of the organisation, including Shared Lives Coordinators, the Funding & Benefits team, Communications and Finance. This may include scanning, shredding, large mail-outs etc.
- 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.
- Where applicable, and following additional training and support, manage a petty cash float, collect and process various carer and people who use our services statistics or oversee office health and safety requirements.
- To maintain confidentiality at all times and ensure observance of the confidentiality policy.



- To contribute to the active development of the role to meet the needs of Shared Lives South West.
- To attend supervision and annual review sessions and to take an active part in all appropriate staff meetings and events.
- Any other duties as directed by the line manager that may be appropriate to this post.

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>FUNDAMENTAL REQUIREMENTS</p>	<p>A good level of general education, including GCSE Grade C/Level 4 or above in Maths and English.</p> <p>Full driving licence and ability to travel according to the needs of the role.</p> <p>Right to work in the UK.</p> <p>Appointment is subject to a satisfactory Enhanced DBS check.</p>
<p>VALUES AND BEHAVIOURS</p>	<p>We are looking for someone who lives our values of Community, Autonomy, Resilience and Equity, by:</p> <p>Building positive, trusting working relationships with others.</p> <p>Taking responsibility for their own work and using initiative to improve administrative processes.</p> <p>Staying calm and supportive when responding to challenges and changing priorities.</p> <p>Valuing diversity and acting with integrity, fairness and respect.</p> <p>Bringing a positive, professional approach to supporting service delivery.</p> <p>Commitment to professional development and ongoing learning.</p>

KNOWLEDGE AND EXPERIENCE	<p>Experience in an administrative, office support or similar role.</p> <p>Experience of maintaining accurate records and managing electronic and paper-based files.</p> <p>Experience of working in a busy office environment using IT systems.</p> <p>Understanding of confidentiality, data protection and information handling requirements.</p> <p>Experience of working effectively with internal and external contacts.</p> <p>Experience of organising meetings or providing administrative support to teams (desirable).</p> <p>Level 2 Business Administration or equivalent qualification (desirable).</p>
SKILLS AND ABILITIES	<p>Well organised, with good attention to detail and a methodical approach to work.</p> <p>Able to prioritise tasks, manage workload and meet deadlines with regular supervision.</p> <p>Able to work flexibly, both independently and as part of a team.</p> <p>Good written and verbal communication skills, adapting style to suit different situations.</p> <p>Confident using Microsoft Office and similar software.</p> <p>Proactive, dependable and solution-focused</p>



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 and clearly defined salary progression, 25 days annual leave (plus bank holidays), which increases after two years.

Staff also have training and development opportunities.

We have a transparent pay structure with grades, ranges and progression and are committed to listening, engagement and communication. We hold staff events, forums and create surveys to gain valuable feedback from our staff team.



Employee Benefits

Being a staff member with Shared Lives South West not only has the satisfaction of knowing you're working with an 'Outstanding' organisation as rated by CQC, with competitive rates of pay, annual leave entitlement and absence pay, but there are numerous smaller benefits for staff that can make a difference to you as an employee.

Enjoy an additional day off to mark your birthday

Take a day off to celebrate your day.

Additional annual leave

Employees have the potential to buy extra annual leave, subject to company policy and approval.

Well-being hour

All employees are entitled to take one hour per week to benefit their well-being. Shared Lives South West proactively support medical appointments and generous sick leave.

Mindful Employer

SLSW has signed the Mindful Employer Charter as a shared commitment to protect, promote and enhance the mental wellbeing of staff. The employee advice line offers you a place to turn for support any time of day or night. Support is available for whatever issues you might be facing, including work-related stress, depression, marriage and relationship issues, legal concerns, coping with change, parenting issues, financial problems and much more.

Aviva Smart Health

24/7 Access to GP treatment for you and your family. Also available are bespoke health and fitness plans and expert advice on both mental and physical health.

Eye Tests, Glasses & Contact Lenses

Shared Lives South West has a duty to provide eye tests for all employees who request one, and to provide glasses where an eye test deems they are needed specifically for display screen equipment.

Salary Sacrifice Pension Scheme

Shared Lives South West offers employees the option of salary sacrifice as part of the organisational pension scheme, where the employee gives up part of their salary which the employer then pays into their pension, along with their contribution to the scheme.

Death in Service Insurance

All employees are covered by a group death in service insurance policy from the commencement of their employment, subject to the completion of the necessary forms. In the event of death while in the service of Shared Lives South West (whether death occurs when at work or outside of work) the payout is four times annual salary.

Accident and Injury Insurance

All employees are covered by an accident and injury group insurance policy. This applies whether the accident or injury occurs when at work or outside of work, with some exceptions. It is also worth while familiarising yourself with the non-salary benefits policy that covers more information on some of these benefits in more detail.

Bicycle Scheme

Shared Lives South West can support an employee to acquire a new bicycle and related safety equipment, under the 'cycle to work' scheme, primarily but not exclusively intended for use to commute to work or on work related journeys.

Blue Light Card

SLSW is a social care charity and as such staff are eligible to apply for a Blue Light Card: "Blue Light are the discount service for the emergency services, NHS, social care sector and armed forces, providing members with thousands of amazing discounts online and on the high street. For just £4.99, members of the Blue Light community can register for two-years access to more than 15,000 discounts from large national retailers to local businesses across categories such as holidays, cars, days out, fashion, gifts, insurance, phones, and many more."

Charity Workers Discounts

Staff are also eligible to sign up for discounts available at www.charityworkerdiscounts.com "Charity Worker Discounts connect you to the best deals and discounts possible. With our deals and discounts, you can save money when shopping at the brands you know and love!"

Community days at The Eden Project

"To say thank you for the invaluable support of our local friends and business colleagues in Cornwall and Devon, we invite a range of groups to come and enjoy the Eden Project for free on certain dates."

** Please note that these benefits are subject to change and were correct at the time of printing.*



How to apply

If you would like an informal chat about the role please contact Edward Bunce-Phillips, Team Leader, on **01626 360170**.

If you have any queries about the recruitment process, please email: **people@sharedlivessw.org.uk**.

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 (details are on application form) or email it to the email address above. All candidates will be notified if selected for interview or not.

Closing Date

Monday, 16th March at 9am.

Interviews

Monday, 23 March.

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](#).

Shared Lives South West – Application Form

Section 1



Introduction

Thank you for taking the time to complete this application form. Your submission is helping us uphold safer recruitment principles and ensure our process is fair, consistent, inclusive and focused on finding the right person for the role.

This form is used for short-listing, so please complete all sections in full. It's your opportunity to demonstrate why Shared Lives South West is the right place for you, and how your experience, knowledge, skills and personal qualities meet the requirements of the Job Description and Person Specification.

Post Applied For	
Where did you find out about this vacancy?	

Section 2



Personal Details *(Removed for short-listing purposes)*

Full name	
Address	
Telephone	
Email	



Reasonable Adjustments for Interview

Shared Lives South West is committed to ensuring our recruitment process is inclusive and accessible to everyone.

Please let us know if you require any adjustments, support, or facilities to help you take part in the interview process. Yes No

If Yes, please provide brief details:

If you are invited to interview, we will contact you to confirm and discuss these arrangements.

Section 3



Fundamental Requirements and Availability

I have the right to work in the UK. Yes No

I hold a full, valid UK driving licence (or equivalent) and have access to a car for work purposes. Yes No

I understand that this post is subject to an Enhanced DBS check, including the relevant Barred List(s), and I am willing to undergo this check. Yes No

Earliest possible start date (considering any notice period)	
Dates you are unavailable for interview	

Section 4



Education and Qualifications

Please list your education, qualifications and relevant training that support your application.

Include overview of relevant professional certificates, vocational awards, or any ongoing study. Continue on a separate sheet if needed.

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

Qualification/Course
Institution/Provider
Date Completed
Level/Grade

Section 5



Employment History

Please provide a full employment history, starting with your most recent role. Include all employment and volunteering for the past ten years (or since leaving full-time education if less). Continue on a separate sheet if needed

Dates (From-To)	
Employer/Organisation	
Job Title/Role	
Summary of Main Duties/Responsibilities	
Reason for leaving	

Dates (From-To)	
Employer/Organisation	
Job Title/Role	
Summary of Main Duties/Responsibilities	
Reason for leaving	

Dates (From-To)	
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Dates (From-To)	
Employer/Organisation	
Job Title/Role	
Summary of Main Duties/Responsibilities	
Reason for leaving	

Please explain any gaps in employment below:

Section 6



More About You

Help us understand more about you and your approach to work.

What attracted you to apply for this role with Shared Lives South West, and why do you think it's the right place for you?

What does good teamwork look like to you, and how do you contribute to it?

When plans change or work becomes more demanding, how do you stay focused and manage pressure?

How do you organise your work, records, and information to make sure tasks are completed accurately and on time?

Is there anything else you'd like us to know about you or what you would bring to this role?

Section 7



References

Please provide details of two referees covering at least the last five years of your employment history. One should be your current or most recent employer, where applicable.

References must not include relatives. If you provide a personal referee, they should be able to comment on your skills, abilities, and suitability for this role.

References will normally be taken up after short-listing and before appointment, unless there is a specific safeguarding reason to do so earlier.

Additional references may be sought from previous employers where this is necessary to verify employment history or suitability for the role.

Current Employer/Most Recent Employer *	
Name	
Email	
Telephone number	
Relationship	
How long have they known you?	
Can we contact this referee before interview	Yes No

* (Or alternative referee where not available).

Other	
Name	
Email	
Telephone number	
Relationship	
How long have they known you?	
Can we contact this referee before interview	Yes No

Section 8



Declaration

I declare that the information provided in this application is, to the best of my knowledge, complete and correct. I understand that if, after appointment, any information is found to be inaccurate or misleading, this may lead to dismissal without notice. I confirm that I have personally completed this application form and that I have read and understood the enclosed privacy statement.

Signed:

(Type your name online as if executed on paper)

Date:

Section 9



Next steps

Please return your completed form.

By email:

people@sharedlivessw.org.uk

By post:

People Team Assistant
 Shared Lives South West
 Suite 3 Zealley House
 Greenhill Way
 Kingsteignton
 TQ12 3SB