

Job Description

Macmillan Gateway Referral Administrator	
Salary:	£17,500 pro rata
Working Hours:	30 hours per week (over 5 days, hrs negotiable between 9-5)
Reports to:	Gateway Team Leader
Accountable to:	CEO/COO of Self Help UK
Appointment type:	Maternity cover to 30 April 2022 (potential to extend to August)
Main Location:	21-23 Pelham Road, Nottingham NG5 1AP
Context	
<p>Self Help UK is proud to be working in partnership with Macmillan Cancer Support to provide The Macmillan Beyond Diagnosis Gateway supporting individuals affected by cancer.</p> <p>The service can help people with a wide range of needs and links closely with health professionals who are involved in a service user's cancer care.</p> <p>The service receives referrals from a wide range of professionals, e.g. nurses, GPs, phycologists, social workers, other voluntary sector organisations and from people directly (self-referrals). The referrals can come in on one of our referral forms by email or post or people may ring up to make a referral.</p> <p>The referral administrator is often the first point of contact that service users or professionals will have with the service and so it is important that they create a good first impression, being able to tell people what the service can offer as well as dealing with people in a compassionate manner. The referral administrator will need to ensure that they get as much detail as possible at the point of referral so that it can be passed through to the right coordinator who will undertake an initial assessment of the person's needs.</p> <p>The referral administrator may also be the first point of contact for people wanting to be volunteers with the service and through general reception duties, anyone contacting the Self Help organisation.</p> <p>The Gateway is a small team who work very closely together to ensure that anyone living with or affected by cancer, does not go through the journey alone. As part of the wider Self Help Team, all Beyond Diagnosis Gateway staff are expected to understand the organisation they are working in sufficiently to promote the ethos and work of the wider organisation and support Self Help as an organisation.</p>	
Job Purpose and Objectives	
<ul style="list-style-type: none"> • Provide a positive experience to people referring into the Beyond Diagnosis Gateway • Receive and input Gateway referrals onto Lamplight (our data base) 	

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- Offer general administration support to Beyond Diagnosis Gateway
- Work with The Gateway Manager and team Leader to plan administrative tasks
- Attend meetings and take minutes as required
- Process staff and volunteer expenses and enter into the QuickBooks database.
- Liaise with SHUK Administration Manager to ensure good links with SHUK
- Manage any ad hoc administration tasks e.g. mail outs, support recruitment
- Offer general reception support to Self Help UK, including partaking in a rota for the whole building, shared with 2 other organisations.

Duties and Responsibilities

Referrals

- Accept and input referrals for both the Gateway and Beyond Diagnosis service over the phone and by email
- Monitor the referrals email box, creating records on the Lamplight CRM system and notifying the appropriate team
- Input all client data and create individual client profiles on Lamplight
- Support Gateway Manager to provide referral data as required
- Ensure client paperwork is saved appropriately, in agreement with the Gateway Manager, to ensure data is available for audit
- Understand safeguarding policy and procedures and follow these when issues occur while taking referrals

Administration

- Offer administration support to Gateway and Beyond Diagnosis team
- Answer telephone calls to the office, host visitors
- Keep Lamplight data system up to date in relation to both client and volunteer profiles.
- Undertake general administrative duties including emailing and word processing of correspondence and documents, photocopying, scanning, printing, diary management, filing, travel arrangements and Gateway Manager administrative support
- Create and maintain Excel spreadsheets
- Attend meetings and take minutes as agreed with the Gateway Manager
- Manage any ad hoc administration tasks e.g. mail outs
- Sort and distribute incoming mail
- Sort outgoing mail: weigh, stamp or frank and take to the Post Office as appropriate
- Monitor stock levels and make Administration Manager aware of any requirements
- Support staff meetings and related events, organising and preparing rooms as required
- Setting up team meetings on Zoom and arranging supervision sessions for the Gateway Manager with the team

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- Support the Gateway team with organising community events

Finance

- Process Gateway and Beyond Diagnosis staff expenses (check expenses have been authorised, have correct receipts attached and are input in QuickBooks) and pass to the Self Help Administration Manager to approve and make payment
- Check volunteer expenses provided by Volunteer Coordinator, input into QuickBooks and pass to the Self Help Administration Manager to approve and make payment

HR

- Ensure that full records for all Gateway and Beyond Diagnosis staff are held and kept up to date using IRIS and paper files where appropriate
- Provide administrative support to the Gateway Manager in the recruitment of Gateway and Beyond Diagnosis staff, with support from the Self Help Administration Manager. This will include advertising, collating packs, preparation of rooms and paperwork for interviews, presentations, support to interview panels, pursuing references and any other recruitment related administration
- Ensure records are destroyed/not kept longer than necessary

Collaborative working

- Work closely with the Gateway Manager to plan administration for Gateway and Beyond Diagnosis team
- Liaise with the Gateway Manager to ensure cover is provided during absences and holiday periods
- Liaise with Self Help Administration Manager to ensure good links with Self Help UK

Customer Service and Reception

- Carry out reception duties and be the first point of contact for Beyond Diagnosis Gateway
- Deal with telephone, email and face-to-face enquiries from staff and visitors and ensure the answer phone messages are dealt with in a timely manner
- Be willing to support and signpost volunteers when other staff are not in the office

Professional development

- To identify training needs and undertake in-house, Macmillan Professional and external training as requested and agreed with line manager
- To develop one's own professional growth with input from line manager
- Commitment to working with the training Manager on a Personal Development Plan

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Other Duties and Responsibilities

- To attend and contribute to meetings, and group and individual supervision as requested by line manager
- To work in accordance with the vision, mission and values of Self UK and to observe policies, procedures and working practices set out by the Board of Trustees
- To undertake any other duties appropriate to the grade and post as specified by the Gateway Manager and the Self Help Administration Manager

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Person Specification Gateway Referral Administrator	
Essential Criteria	Desirable on appointment (if not attained, development may be available for successful candidate)
Knowledge <ul style="list-style-type: none"> • Excellent understanding of confidentiality and data protection • Commitment to equality and opportunity and celebrating diversity • A good understanding of the importance of health and safety at work 	<ul style="list-style-type: none"> • Understanding of self help and self care • Awareness of health and safety issues • An understanding of some of the issues of living with cancer
Experience <ul style="list-style-type: none"> • Experience of working with customers/service users • Experience/understanding of reception duties • Experience of working in a team 	<ul style="list-style-type: none"> • Fire warden training • Cash handling experience • Basic book keeping or maintenance of financial records
Technical/Occupational skills <ul style="list-style-type: none"> • Punctual and organised • Excellent communication skills, especially by telephone • Able to use own initiative and work without supervision • Time management and organisational skills • Excellent IT skills: especially MS Office Word and Excel • High levels of accuracy • Ability to use or willingness to learn, social media and video conferencing (e.g. Zoom/Teams) 	<ul style="list-style-type: none"> • Knowledge of QuickBooks • Use of databases

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<p>Qualifications</p> <ul style="list-style-type: none"> • 5 GCSE's grades A*-C (or equivalent) including Maths and English • NVQ level 3 in Business and Administration, or a minimum of 2 years' experience in administrative role 	
<p>Other duties and responsibilities</p> <ul style="list-style-type: none"> • Enjoys working with a wide range of people • Ability to work collaboratively across a small team • Willingness to develop professionally and attend courses as required • Can meet the requirements of the UK 'right to work' legislation* 	

* Self Help Nottingham has a responsibility under the Asylum, Immigration and Nationality Act 2006 to ensure that all employees are eligible to work in the UK. Prior to commencing employment, the successful candidate will be asked to provide documentary evidence to this effect, for example a UK/EEA passport or identity card; a full UK birth certificate; a Home Office document or visa evidencing the right to take this employment. Please note that the Self Help Nottingham will not be able to issue a Tier 2 Certificate of Sponsorship for this post.