



Role Profile

Operations Team Administrator

Changing Futures

Second Step

9 Brunswick Square

Bristol BS2 8PE

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1. JOB DESCRIPTION

The job description does not describe a comprehensive list of duties, rather a broader range of accountabilities and performance indicators. The role profile is subject to review and change.

1.1 JOB PURPOSE

To provide high quality comprehensive administrative, secretarial and project support to the Changing Futures Delivery Team and Senior Managers. To work pro-actively to support activities of the Changing Futures delivery team including taking the initiative with identified projects.

1.2 JOB CONTEXT

Second Step is the lead agency, in a partnership of organisations, chosen by Bristol City Council, to deliver the DLUHC Changing Futures (CF) programme in Bristol to support people facing multiple disadvantage, including discrimination, homelessness, domestic abuse, mental health, drug and alcohol and contact with the criminal justice system.

The programme's aims are:

- to find new ways to support people who face multiple disadvantage and who are traditionally not well served by services
- to drive system change to achieve lived-experience leadership, partnership working, holistic support and care and prevention.

The focus of the programme is on achieving a lasting impact through cultural and system change.

Co-production with people with lived experience of multiple disadvantage, partnership working, and embedding equality, diversity and inclusion are central throughout the programme.

About Second Step

Second Step is a leading mental health charity that has been putting mental health first for people in Bristol and the South West for over 30 years. Second Step believes that with the right support, everyone can take control of their life and make their future their own.

Second Step's mission is to promote mental health and wellbeing by supporting people and communities to build brighter futures. Working hand-in-hand with the NHS and local authorities, it offers practical help and emotional support tailored to each individual and their recovery.

The people who use Second Step's services are at the heart of our organisation, and our involvement groups help inform and improve the services we deliver.

1.3 ORGANISATION

Immediate Supervisor: Team Manager

Colleagues/Peers: Senior Project Support Officer (Programme Team), Senior Project Support Officer (Delivery),
Administrators in Second Step

1.4 JOB ACCOUNTABILITIES

Administrative and secretarial

- Providing comprehensive secretarial support to the Changing Futures Delivery Team and Changing Futures Delivery Managers including diary management, meeting coordination, minute taking, file management, and the production of high quality papers, documents and presentations.
- Provide a point of contact in addressing internal and external queries, screening and prioritising matters for the relevant person's attention, and interacting proactively on their behalf including initiating, progressing and monitoring of follow up actions.
- Planning and organising internal and external events and acting as a focal point of contact for queries.

Operational support

- Set up and maintain administrative systems to support the operational effectiveness of the Delivery Team
- Maintain an up-to-date service contacts database, including scanning and filing of core information, regular auditing of information and collation of external service reports.
- Operate monitoring systems and procedures and collate statistical data to support Changing Futures evaluation and reporting requirements.
- Set up information systems to ensure cascade of relevant information and publications to managers and staff.
- Maintain robust systems for the recording of complaints, incidents, safeguarding referrals and lone worker usage, including collation of all relevant forms, reports and action plans.

Project Support

- Undertake project work where directed, and manage identified areas involving independent research, work stream coordination, drafting of proposals and the presentation of information.
- Review processes and systems and lead with the development of new initiatives to improve the way the Changing Futures Team functions.
- Attend external events and meetings and provide concise feedback.
- Undertake any tasks requested by the Line Manager, that are either within the role holder's capability or offer development opportunities, with appropriate support, to the role holder.
- Carry out role adopting and promoting the values and principles of the programme and within the employer's staff code of conduct.

1.5 PERFORMANCE MEASURES

- Accurate, reliable and timely work
- Delivery of specified project work/services to time and standard
- Contribution to the effectiveness of operational delivery
- Good value relationships with internal and external contacts including external agencies/partners
- Contribution to the development of the Changing Futures Team that supports operational development.

2. PEOPLE PROFILE

2.1 PERSON SPECIFICATION

	Essential	Desirable
Skills	<ul style="list-style-type: none"> ▪ <i>Good standard of numeracy and literacy</i> ▪ <i>Excellent administrative, secretarial and organisational skills including minute taking</i> ▪ <i>Proven ability to use Microsoft programs including Word, Excel, Outlook and PowerPoint to a good standard, and support others where necessary</i> ▪ <i>Ability to use, create and develop computerised record systems using Excel</i> ▪ <i>Ability to work on own initiative, unsupervised where necessary, meet deadlines and take responsible action.</i> ▪ <i>Ability to reflect on own learning</i> ▪ <i>Excellent communication skills both verbally and in writing to people at all levels</i> ▪ <i>Audio typing</i> ▪ <i>Eye for detail</i> 	<ul style="list-style-type: none"> ▪ <i>Degree level education or further Administration/Business qualifications</i> ▪ <i>Project management qualification</i>
Knowledge	<ul style="list-style-type: none"> ▪ <i>Proven knowledge of implementing administrative systems and processes</i> 	<p><i>Understanding of issues faced by people experiencing multiple disadvantage (homelessness/domestic abuse/substance misuse/contact with the criminal justice system/ mental health issues)</i></p>
Experience	<ul style="list-style-type: none"> ▪ <i>A minimum of 2 year's experience of administration, business or operational support</i> ▪ <i>Proven experience of organising or supporting the organisation of meetings and events</i> ▪ <i>Ability to engage with others to develop effective relationships</i> ▪ <i>Experience of project work</i> ▪ <i>Experience of the drafting, editing and production of reports and presentations</i> ▪ <i>Developing and implementing new procedures</i> 	<ul style="list-style-type: none"> ▪ <i>Lived experience of multiple disadvantage, either as a service user or carer</i> ▪ <i>Experience of working in the voluntary sector</i> ▪ <i>Receiving and handling complaints</i>
Values	<ul style="list-style-type: none"> ▪ <i>Commitment to equality and diversity issues at work.</i> ▪ <i>Ability and motivation to work with a Recovery focused approach and a strengths-based approach.</i> 	

2.2 **COMPETENCIES**

Achieving Results

Customer Care

Effective Communication

Partnership & Teamwork

Personal & Professional Development

Service Area Expertise

Recovery Orientated Practice

Working with Change

Finance & Business Awareness

Policy Procedure & Practice

Leadership & Influencing