



dimensions

Regional Assistant

Job description and person specification

Accountable to: Operations Director

Purpose of the role

A varied and interesting role working closely with the Operations Director (OD) and the Regional Management team, providing administrative and secretarial support whilst ensuring the smooth operation of the Regional Office.

Core duties

- Providing administrative and secretarial support to the OD in performing his/her role, acting as a point of contact both internally and externally in the OD's absence.
- Key point of contact both over the telephone and in written communication for the Regional office.
- Establish and maintain appropriate administrative systems, records and filing systems on behalf of the Region, arrange and minute meetings, producing letters, reports and other documents as required.
- Ensure the provision of all supplies including adequate stationery, furniture and office equipment, reporting any defects.
- Supervise the office I.T. system including the storage of documents, setting up directories, regular backups, reporting any faults, following the Dimensions' procedures.
- Support the Regional Management team in recruitment activity as required, liaising with the Resourcing team to ensure efficient and effective recruitment processes are achieved.
- If required, take the lead across the region in relation to a particular project or area of work.
- To provide administrative support to the Operations Director for the West Berkshire region.

- To be the main contact for the Regional Office, both for internal and external clients.
- To assist the HR Team with appointment bookings, administration of letters and note taking in HR meetings.
- To establish and maintain appropriate records and filing systems on behalf of the Region.
- To monitor all staff's eligibility to work documents and ensure that we are compliant with Home Office regulations.
- Responsible for all Health and Safety matters, ensuring that all policies are up to date and that all staff are compliant.
- To assist Manager's in the recruiting of new staff, advertising roles and monitoring applications.
- To ensure all DBS applications are processed accordingly.
- To maintain a safeguarding register for the individuals that we support.

In addition to the above the Regional Assistant will be expected to:

- Provide support to other regions during holidays or emergencies if required. This could include working from another office for the period of cover.
- Undertake regular training required to fulfil the job role to a high standard.
- Undertake from time to time such other duties as may reasonably be required by the Operations Director or Regional Management Team.
- Be mindful of the need to build good working relationships with the people we support, their friends and families, as well as external agencies.
- Complete all of required training either by E Learning or attending courses.
- Adhere to our policies, procedures and standards as published. Keep information about the people we support, colleagues and the company confidential.

Please note:

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with the role.

In addition to the above you are expected to:

- Undertake other duties from time to time as required by your manager or Head of Department / Director.

- Work on an agile basis between your home and the Company’s offices and/or any other locations as is reasonably required
- Maintain confidentiality in accordance with our data protection policy and procedure.

Person specification

Please use this in conjunction with the advertised requirements. The final column indicates how we will tell if you have provided evidence of the required criteria. Criteria considered from the application form will be marked Shortlisting, those reviewed when we meet you will be marked Interview and those considered via assessment at interview will be marked Test.

Qualifications		
You will be expected to have completed/be willing to work towards the Level 2 Certificate in Customer Service or Level 2 or 3 Certificate in Business Administration	Essential	Shortlisting/ Interview
Experience		
Previous experience with an administrative or secretarial role	Essential	Shortlisting/ Interview / Test
Using and developing filing information systems	Essential	Shortlisting/ Interview
Working as part of a team in a busy working environment	Essential	Shortlisting/ Interview
Skills		
Able to use a variety of software packages (e.g. Word, e-mail, internet, databases)	Essential	Shortlisting/ Interview
Fast and accurate typing speed with the ability to produce documents from hand written material	Essential	Shortlisting/ Interview
Able to work unsupervised	Essential	Shortlisting/ Interview

Able to keep information (electronic and hard copy) organised, filed and easily accessible at all times	Essential	Shortlisting/ Interview
Knowledge and understanding		
Knowledge and understanding of office routines, procedures and systems	Essential	Shortlisting/ Interview
Attributes		
To work in a way that recognises that people are at the centre of everything we do.	Essential	Interview
To demonstrate commitment to equality, the values of the organisation and	Essential	Interview
To have enthusiasm and drive	Essential	Interview
To be reliable supportive and professional member of the team.	Essential	Interview
Able to work flexibly, prioritise duties as required and recognise the demands placed on the other team members.	Essential	Interview
Recognise the importance of maintaining confidentiality in all aspects of the work	Essential	Interview
Communication		
You will be expected to communicate clearly and positively both orally and in writing with the people we support, their families and friends, and your colleagues.	Essential	Interview
You will be able to communicate clearly, adapting what you say and how you say it so that the person you are communicating with can understand you.	Essential	Interview