

## **JOB DESCRIPTION**

**Post: Shared Lives Administrator**

**Location: Chase Heys (Southport)**

**Accountable to: Service Manager**

**Grade: 5**

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## **WORKPLACE VALUES**

The job holder will be expected to operate in line with our workplace values, which have been co-produced by staff and individuals who use our services.

### **Our core values:**

- **Big Hearted:** we say that we are proud of the quality of care, empathy and kindness we offer to the people we support and each other
  - **Count on Us:** we act in a way that you can rely on us to be able to meet the needs of the people we support and each other
  - **Together as One:** we say that we take pride in working as a team to deliver a very person-centred service
  - **People Focused:** we recognise the importance of transparency, trust, recognition and development within our workforce.
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### **Job Purpose:**

Prepare and maintain service data, which will be used to inform commissioning intentions and assist the Senior Leadership Teams' decision making processes in relation to current and future service delivery.

To carry out a wide range of administrative tasks, contributing to the smooth and efficient running of the Shared Lives service.

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## **MAIN DUTIES**

1. Answer and direct incoming telephone calls to the appropriate team member or take messages, as required.
2. Receive visitors, deliveries and mail on behalf of the team, dealing with them in a timely and professional manner.
3. Deal with incoming and outgoing post.
4. Maintain accurate records in relation to petty cash and take responsibility for the processing of orders.

5. Maintain accurate records in relation to the service to meet regulatory and contractual requirements, in accordance with company policies and procedures.
6. Maintain accurate records of Shared Lives Carers, Support Carers and people we support, using digital systems.
7. Undertake responsibility as a designated 'super user' on digital systems.
8. Produce reports, correspondence and other documents using relevant systems, including Microsoft Office applications, such as spreadsheets.
9. Monitor and maintain the stock of office stationery supplies to ensure that it meets the needs of the team.
10. Liaise with suppliers and budget holders to identify and resolve any discrepancies, queries, etc.
11. Support the team with the onboarding process of new Shared Lives Carers and Support Carers, completing all relevant pre-employment checks, identifying gaps in employment history and raising any general concerns to the Deputy Manager or the Service Manager.
12. Complete DBS checks for new Shared Lives Carers and Support Carers, including renewals of DBS checks, in line with company policies and procedures.
13. Create invoices for short breaks (respite), as advised by Shared Lives Officers, ensuring accurate invoices are raised, in a timely manner and in line with the agreed fees.
14. Provide an efficient typing service for the team, taking meeting minutes as required
15. Ensure that all correspondence sent out from the team is to a professional standard.
16. Undertake photocopying, scanning and shredding, as required.
17. Ensure the office is tidy and presentable, dealing with any housekeeping matters in a timely manner.
18. Complete monthly annual leave and sickness absence returns, sending the required paperwork/forms to the relevant parties in a timely manner.
19. Coordinate events for Shared Lives Carers, Support Carers, people we support and the team, as directed by the Deputy Manager and/or the Service Manager.
20. Support the team to actively promote the service, creating brochures, flyers and adverts, as required.
21. To undertake any other duties to meet the requirements of the service.

## **QUALIFICATIONS AND EXPERIENCE**

See Person Specification.

## **SPECIAL CONDITIONS**

There is an expectation placed on all newly recruited employees to achieve the appropriate level of qualification required for the job role at the first possible opportunity.

A Standard DBS Check is required.

## **GENERAL**

The job holder will be expected to work flexibly, and the exact nature of the duties described above is subject to periodic review and liable to change. The job holder will be self-motivated and will effectively prioritise activity to achieve the maximum benefit.

This job description is a representative document. Other reasonable similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff are responsible for the implementation of the Health and Safety Policy so far as it affects them, their colleagues and others who may be affected by their work. The job holder is also expected to monitor the effectiveness of the health and safety arrangements and systems to promote appropriate improvements where necessary.

The organisation has an approved quality and diversity policy in employment and copies are freely available to all employees. The job holder will be expected to comply, observe and promote the equal opportunities of the organisation.

Due to the nature of the role, the job holder will be expected to undertake any checks as required under Safeguarding and/or relevant employment legislation.

As confidential information is involved with the duties of this role, the job holder must at all times exercise discretion and observe all Codes of Conduct, Codes of Practice and legislation in line with the General Data Protection Regulations.

Undertake and participate in training, coaching and development activities, as required.

**Date:** June 2026

## PERSON SPECIFICATION

Jobholder Requirements – Shared Lives Administrator	Essential (E) or Desirable (D)
<b>Qualifications &amp; Training</b>  Microsoft Excel (Intermediate) or willing to work towards  Diploma in Business Administration Level 2 or equivalent or willing to work towards  European Computer Driving Licence	  E  E  D
<b>Experience</b>  Working in a busy office environment carrying out a wide range of administrative and IT duties  Liaising with people outside of the office, e.g. managers, staff, members of the public etc.  Planning, prioritising and managing administrative activities within an office environment  Maintaining accurate records, including handling confidential and highly sensitive documents  Collating and analysing large volumes of data	  E  E  D  E  E
<b>Skills/Knowledge/Aptitudes</b>  Professional interpersonal skills and ability to communicate clearly both orally and in writing  Ability to work independently and with minimum supervision  Ability to work successfully as part of a team  Ability to plan and prioritise own workload to meet strict deadlines  Proficient in Microsoft Office Applications  Organised and self-motivated  Ability to work well under pressure and produce accurate information in a timely manner  Flexible and proactive approach to work  Ability to demonstrate behaviours that are aligned to the Company's core values	  E  E  E  E  E  E  E  E
<b>Specific Requirements</b>  Standard DBS Check	  E