

POST:	Office Administrator/Call Monitoring Analyst
START DATE:	June 2022
LOCATION:	Suite 55 Wenta Business Centre Innova Park, Electric Avenue EN3 7XU
APPRENTICESHIP	Business Administration Level 3 (18 months)
WORKING HOURS:	Monday – Friday, 9am – 5pm
SALARY:	£6-8 per hour

The Company

Trinity Healthcare Plus Ltd is a CQC approved family run domiciliary care agency working across London and greater London boroughs. The ethos of our company is 'Excellent Care with Compassion' and that is at the heart of everything we do.

The Role

The apprentice is expected to carry out all general administrative duties as well as being the key point of call when it comes to Call Monitoring.

Duties & Responsibilities:

- To carry out all general administrative duties and communicate effectively including answering telephone calls and being competent in the use of Microsoft Outlook, Word, and Excel
- To ensure all incoming calls are reported in a timely manner
- To ensure participation in team meetings and other team events
- To ensure training and further development is undertaken as and when required
- To participate in and support activities that promote the dignity of service users, their families, and our carers
- To undertake any house-keeping exercises where necessary
- To take responsibility of the company's call monitoring system (Careplanner) and undertaking any rostering tasks
- To ensure that call monitoring is always 95-100% compliant
- To identify and inform the management team of any late or potentially missed service user calls

- To bring to the attention of the management team carers who do not follow the protocol of confirming the start and finish of a care call
- To assist with the influx of service user packages, checking for capacity and if successful uploading the documentation onto our online systems
- To support the Office Administrator to carry out client satisfaction surveys and report on the results
- To take responsibility for the recruitment and selection and retention of workers, ensuring they are fully vetted, screened and trained before placement as well as ensuring that training requirements and needs are upheld
- To inform the management team when carer's Supervisions/Spot checks/appraisals are due for renewal
- To inform the management team when client support plan reviews are due for renewal

Desired Skills

- Communication skills – the ability to communicate with people both inside and outside of the organisation, whether this be verbal or written communication
- Filing/paper management – the ability to file client/carer documentation in alphabetical order as well as clients' daily logs in date order
- Problem-solving skills – the ability to resolve any issues or problems that may arise on a daily basis and within a timely manner
- Customer service skills – the ability to speak to both clients and carers frequently in regards to general queries or client satisfaction surveys. Furthermore, the ability to answer incoming calls into the company and to action these in a timely manner
- Basic computer literacy skills – the ability to use online software's such as Microsoft outlook for emails, as well as Microsoft Word and Excel
- Time management skills – the candidate will be expected to arrive on time for work and be dressed according to the company dress code policy
- Teamwork skills – the ability to work well within a team in regards to collaboration, resolving group conflicts and sharing responsibilities

Desired Personal Skills

- A willingness to learn to develop and grow in their position within the company
- An attention to detail – completing tasks accurately and thoroughly within a deadline
- Drive and determination – showing motivation and enthusiasm for their work and to complete tasks in a timely manner
- Ability to work under pressure – remaining calm and carrying out tasks efficiently during high-pressure situations

Desired qualification

- Maths GCSE grade A*-C or 9-4 or equivalent or Functional Skills Level 2
- English GCSE grade A*-C or 9-4 or equivalent or Functional Skills Level 2

Future Prospects

- Completion of Business Administration Level 3 Apprenticeship
- Training opportunities via online courses, progression within the company
- Possible rate increase and permanent contract of employment available if candidate demonstrates proactivity and excels in role.