



Wellbeing Administrator

Salary:	£23,500 pro rata [£14,100 per annum] + 3% pension
Hours:	21 hours per week, days and times flexible during office hours
Contract:	Fixed term for 3 months contract, extension subject to funding
Annual leave:	25 days per year pro rata (increasing by one day per year, until 30 days)
Closing date:	Wednesday 30th November 2016
Interview date:	Thursday 8 th December 2016
Location:	64 Altenburg Gardens, London, SW11 1JL
Reporting to:	My Life Worker

At Share, we're passionate about supporting disabled people to set their own goals for learning and life, and then helping them to achieve their aspirations. The majority of our students are people with learning disabilities and/or autism. We offer a range of training, employment, personal development, and leisure opportunities.

We're looking for someone to help us to speed up the process by which someone who's interested in coming to Share as a student goes from making an initial enquiry to starting on programme. In between, they need to visit and look around; spend some taster days with us; and if they then decide that Share can meet their needs, we may need to support them in obtaining funding from Social Services for their place. There's often a lot of liaison with different professionals and carers, and it can be a complex process. Our administrator will follow up on initial contacts and get a good initial picture of the person's needs. This means building up a good rapport with the applicant and/or the referring agent. They'll then plan out the next steps, booking dates in diaries, co-ordinating with colleagues, etc.

We are looking for an energetic person with excellent communication skills – written and verbal – who is super-organised. You'll have excellent digital skills, and you'll be good at managing your own time. You'll be confident in taking initiative when needed. You'll enjoy working as a member of our lively wellbeing team. This may become a longer term post if funding permits.

Job Description

1. To contact enquirers, within agreed timescales, arranging next steps with them and sending on any information that may be required.
2. To book visits to look around Share for enquirers. To follow up if they don't attend, and to monitor and record visits.
3. To ensure that all information regarding the enquirer is logged on the CRM, including all relevant paperwork.
4. To book in taster sessions, liaising with delivery staff around support needs and other important information about the potential new student. Ensure that delivery staff feedback on how the taster session went.

5. To build rapport with people's support networks, including Social Workers, Support Staff and Care Coordinators to ensure Share has all the relevant information needed to best support the person to have a smooth transition into Share.
6. To send out reminders of visits, taster sessions, meetings and start dates to prospective students.
7. To liaise with the Access Team to apply for funding for the potential new student to join Share. Keep in touch with them around the progress of the application for funding.
8. To produce a monthly progress report for management on the status of the enquiry pipeline, reporting on any particular barriers that may have arisen. Produce data as required for funding reports.
9. To work at all times in a spirit of positivity and encouragement and in a way that values diversity.
10. To maintain confidentiality at all times.
11. To attend internal and external meetings and events as required.
12. To work as a member of a supportive team and undertake any other tasks as may be reasonably required.

Person Specification

All of the following are essential to the role. Please use the Supporting Statement on the application form to tell us how you meet this specification, giving examples.

1. Excellent administrative, ICT and self-motivation skills, and the ability to work well with minimal supervision.
2. You will be a strong team-player and enjoy working alongside others to achieve the project's goals.
3. The ability to talk to people from diverse backgrounds and with different levels of responsibility, and to successfully build rapport.
4. You will be someone who inspires trust and confidence, and who behaves with integrity and honesty at all times.
5. You will be great at creative problem-solving and helping others to find solutions to barriers.
6. You will be organised and reliable, good at co-ordinating different people's diaries.
7. You will be someone who's passionate about social inclusion and particularly about helping disabled people to reach their potential and shine.
8. Experience of working in a social or health care setting, while not essential, would be an advantage

How to apply:

Please complete our application form and equal opportunities form which can be downloaded from our website. If you would like to have chat about the role before applying, please contact Leanne Wood on leannew@sharecommunity.org.uk or on 0207 801 9825. Share welcomes applications from everyone. We focus on ability and believe people work best when they feel valued, safe and happy. We do all that we can to make sure that Share is friendly and welcoming to everyone.

This job is subject to two satisfactory references, evidence of qualifications, an enhanced DBS check and providing evidence of right to work in the UK. If you have a disability and would like to discuss other ways of submitting your application, please call Leanne on 0207 801 9825.

We are very much looking forward to receiving your application.

