



JOB DESCRIPTION

Job Title:	Office Administrator
Service/Department:	ChatterBug Speech and Language Therapy
Location:	Leeds, West Yorkshire
Accountable/Responsible to:	Operations Lead
Salary	£16,000 - 18,000 -depending on experience

ChatterBug Limited is a Social Enterprise providing a range of Speech and Language Therapy services. We are a recognised NHS Business Partner and deliver a range of services to Local Authorities, Clinical Commissioning Groups, Schools and Private Clients Nationally. We provide assessment, Therapy and Training, along with services for delivering specialist assessments for EHCPs and Medico legal assessments.

Our values **Open, Connected, Dependable** and **Fortitude**, are at the heart of everything we do. Our vision is to be recognised as the leading provider of Speech and Language Therapy services known for providing high quality, evidence based input that provides real results, regardless of the client's background. A service that is innovative, brave and willing to face challenges to bring about change.

Job Purpose

We are looking for an Office Administrator to join our office in Leeds, preferably with experience of working in Finance and or HR.

The Team

Our team is made up of a business team and a clinical team. Our staff work well under pressure and are good lateral thinkers, they are comfortable with change and ready and willing to try new ways of working to allow the business to grow. They are confident, organised, disciplined and efficient. They believe in continuous self development and welcome constructive feedback in order to continuously develop their own skills and knowledge. They measure their success in the results they achieve and are committed to the ChatterBug way of working.

The challenge

ChatterBug has been established since 2008 and has built a reputation for delivering high quality, client focused care. Speech, language and communication needs (SLCN) are on the increase and the profession needs to evolve to continue to meet the needs of its service users. We are looking for a forward thinking individual to join our business team to build on our existing achievements and to continue to push the boundaries.



So where do you fit into this- you are passionate about developing yourself and enjoy challenging yourself, you are solution focused and can work as part of a team. You are highly driven and want to see the business reach new heights!

Main Duties:

- Providing a full administrative service ensuring the highest levels of speed, accuracy, presentation and confidentiality; often handling multiple tasks, ranging from highly complex, confidential matters including preparing presentation slides for and taking minutes at meetings, whilst managing priorities and deadlines to deliver against specific commitments
- Handling all incoming requests accurately and efficiently; deciding the best course of action to provide the 'customer'/staff with the most appropriate resolution to ensure they feel supported and listened to
- Liaising confidently with colleagues at all levels, as well as representatives from, external agencies/companies
- Dealing with enquiries by telephone or email professionally, efficiently and accurately; using your own initiative and judgement to resolve issues and treating any sensitive matters with the appropriate level of tact and diplomacy
- Arranging and managing meetings and events as required, organising agendas and capturing key actions and outputs
- Working closely and maintaining relationships with other Senior Managers and Project Coordinators across the wider business
- Help to organise aspects of home life to help our MD achieve a consistent work/life balance

Key Skills:

- Previous experience of working in an office environment
- Excellent IT skills and comfortable with technology
- Excellent verbal and written and communication skills
- Extensive experience of organising meetings and electronic diary management
- Able to work autonomously and independently, using your own initiative and judgment to make informed decisions that are right for the business and the customer, balancing all parties need to ensure consistency of response.
- Highly organised, proactive and able to prioritise a variable, workload with multiple deadlines and priorities.
- Have attention to detail that's second to none



- Maintain the strictest confidence and look out for the best interest of the business
- Strong work ethic and high degree of integrity/professionalism
- Have a natural creative flair and use this to create poster, flyers, invitations as required as well as organise an area of space in the office
- Be able to meet strict deadlines
- Have an ability to foreplan and anticipate the needs and implement what is required

Health & Safety

Compliance with the Health & Safety at Work Act 1974 – the postholder is required to fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards, and a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions.

Mental Capacity Act 2005

The Mental Capacity Act 2005 applies to all Trust staff. It is the responsibility of every person to ensure that they keep up to date with the Act and that the delivery of patient care/services is conducted in line with local and national policy and the MCA Code of Practice.

Safeguarding is Everyone's' Business

ChatterBug has a responsibility to ensure that all children/young people and adults are adequately safeguarded and protected. As a consequence, all employees are required to adhere to national and local safeguarding policies/procedures and to act upon any concerns in accordance with them.

Equality and Diversity

It is the responsibility of every person to act in ways that support equality and diversity and work within the spirit and detail of legislation including the Equality Act 2010 and the Human Rights Act 1998. ChatterBug is an Equal Opportunities Employer and aims to challenge discrimination, promote equality and respect human rights.

This job description acts only as a guide and is not an exhaustive list. This role may be allocated additional tasks in line with the business needs and developments.