

## *Job Description*

<b>Job Title:</b>	Operations Administrative Assistant
<b>Hours Per Week:</b>	35
<b>Location/Department:</b>	Operations Department
<b>Reports To:</b>	Hospitality Services Manager
<b>Direct Reports:</b>	None
<b>Budgetary Control:</b>	None
<b>DBS Disclosure:</b>	Basic
<b>Date Prepared:</b>	November 2021

### **Job Summary/Purpose:**

To provide efficient administration support services and secretarial services to the Operations Department and the wider College, and to support Reception to ensure that residents receive a high standard of service.

### **Values and behaviours:**

The following are the values that Morden College wishes staff to adhere to in their daily working life. To be:

- **Respectful**  
Understand the value of life histories, using them to enhance individual wellbeing and create opportunities for meaningful connections; adapt to differences and focus on individuals not tasks and routines; contribute positively to a culture of mutual respect both in the workplace, and between residents and staff.
- **Compassionate**  
Show kindness, dignity, respect, warmth, empathy, and compassion in all interactions; treat every individual as a person, be inclusive and provide support that is tailored to meet need; don't judge.
- **Accountable**

Be self-aware and open; be supportive, take personal responsibility and be answerable for your actions; lead your team; show integrity.

- **Progressive**

To make a real difference to peoples' lives think outside the box; be open to learn and reflect on yourself, your skills, and actions; be adaptable, positive, and inspiring; embrace new ideas and technologies.

### **Key Duties & Responsibilities:**

1. To ensure that customers\* College wide benefit from accurate administration support services and friendly, courteous, efficient and professional levels of service delivery.
2. To provide continuity by covering absences on Reception.
3. To liaise and collaborate with colleagues and plan time and activities that all duties are fully covered.
4. To maintain confidentiality and to provide secretarial support as required to the Operations Department leadership team, including but not limited to managing diaries; scheduling appointments and meetings; recording meetings; circulating agendas and minutes; and other associated duties.
5. To provide occasional cover for the PA to the CEO in respect of recording meetings and other like duties.
6. To maintain First Aid Kits College wide.
7. In conjunction with Reception to maintain systems and registers and ensure that relevant and accurate information is recorded in a timely manner and communicated to residents, colleagues, suppliers and others as appropriate.
8. To maintain the register of approved suppliers, to coordinate the implementation and maintenance of the Morden College Procurement Policy, to maintain contract monitoring software systems and to place orders as appropriate.

9. To maintain records in respect of the Operational property estate, including but not limited to compliance reports, inspection schedules, insurance reports and licences/certificates.
10. To coordinate the maintenance fault 'helpdesk' in respect of faults reported, and to liaise with other agencies as appropriate.
11. To produce schedules, reports, journals and publications as may be requested from time to time and to maintain records of the Operations Department leadership team annual leave.
12. To maintain both hardcopy and electronic files in a systematic manner and in line with GDPR requirements.
13. To support and promote any service delivery programme the College may adopt.

*\*Customers are defined as residents, beneficiaries, relatives, visitors and colleagues.*

### **General Duties and Responsibilities:**

1. To maintain confidentiality at all times and to comply with the College policy thus ensuring security in the management and use of information.
2. To contribute to close working relationships with all personnel and to help to build an open, honest and happy culture that facilitates learning, creativity and excellence of delivery.
3. To be empathetic and courteous to residents and their relatives, treating them with care and consideration at all times and referring any issues or incidents directly to management/nursing staff as appropriate.
4. To undertake any other duties at the request of the line manager which are commensurate with the role, including project work, absence cover and taking part in College events.
5. To comply with the policies and procedures of Morden College at all times.

6. To work in accordance with the Health and Safety at Work Act 1974 and related College regulations; understanding the health and safety policy and ensuring that care is taken to protect the health, safety and welfare of residents, staff and visitors in Morden College. This will include reporting of faulty equipment to the relevant manager.
7. To undertake training as necessary in line with development of the post.
8. To participate fully in the performance management process and undertake Continuing Professional Development as required.
9. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
10. To ensure compliance with the General Data Protection Regulations 2016 and Data Protection Act 2018.

***This job description is not meant to be exhaustive and will be reviewed and amended as necessary to meet the changing needs of the organisation. It will also be used as the basis for determination of objectives and the contents will be used as part of the appraisal process. This job description has been agreed between the post holder and Morden College.***