

COLEBROOK (SOUTH WEST) LTD JOB DESCRIPTION

<u>JOB TITLE:</u>	Rota Co-ordinator
<u>SALARY:</u>	£18,393.44 per annum pro rata
<u>CONTRACT PERIOD:</u>	Permanent
<u>PROBATION PERIOD:</u>	6 Month
<u>BASE:</u>	R/O Engage South West, St Levan Road, Plymouth, PL2 3BG
<u>REPORTS TO:</u>	Quality Assurance Manager
<u>NOTICE PERIOD:</u>	2 months
<u>HOURS:</u>	As per contract – 8:00am-4:00pm

OVERALL AIMS OF POST:

To produce and manage staff rotas using rota planning software provided. Some administrative support to support services is also required.

DUTIES / RESPONSIBILITIES

- Using 'StaffPlan' or other software to produce rota's and ensuring all client support is covered in the most efficient and person-centred way and communicated to all relevant people.
 - Producing rota templates/producing weekend/bank holiday rotas
 - Creating and managing On Call rotas.
 - Ensuring annual leave and other absence is covered and issues escalated
 - Covering support at late notice – across all teams as required
 - Ensuring new clients/staff have appropriate shadows/rotas in place and this is communicated well
 - Producing mileage, invoicing, payroll and other reports from staff plan
 - Checking and confirming support delivered
 - Recording rota changes and contact with clients/staff and timesheets
 - Keeping database up to date and optimised
 - Developing own and Colebrook use of StaffPlan/Charity log or other software as appropriate
 - Managing StaffPlan issues including liaison with external StaffPlan support team
 - Managing staff and client rota queries – reporting concerns
 - Support to administrate the support services training programme and team meetings
- To undertake administration to a high standard to include:
 - Communicating to a diverse range of stakeholders inc. clients
 - Researching and presenting information in various formats
 - Maintaining sensible filing systems for the team and taking minutes as required
 - Assisting the support teams with on-going recording, monitoring and administrative tasks as agreed.

- Support to ensure all monitoring and outcomes data are completed and submitted correctly
- Support administration of the referral, monitoring and team IT systems.
- Working with the Support Services Manager in the collation and production of reports, spread sheets and databases and monitoring targets as agreed
- Being involved in the sourcing and administration of the team training programme
- Sourcing, recommending and making purchases on behalf of the Support Services Manager as agreed.
- Identifying and making recommendations for improvements to systems and procedures
- Promoting and representing the service, as appropriate to role

GENERAL:

- To undertake other duties that may reasonably be required by the Chief Executive, MT and Board of Directors.
- To comply with all aspects of the policies and procedures of Colebrook in accordance with legislation and good practice, complying with data protection act requirements and promoting equality and diversity.
- To remain active and involved in personal development opportunities, training and participate in supervision and performance appraisals as required.
- To promote open and honest communication and to work as part of the Team to develop Colebrook's strategic direction and deliver organisational objectives.

Please Note: All job descriptions are reviewed on an ongoing basis. There is an expectation that the relevant duties / tasks can be performed by employee to meet the changing needs of services and / or clients.

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PERSON SPECIFICATION – ROTA COORDINATOR

PLEASE NOTE: Each application will be assessed against the criteria that are essential for this post and it is on this basis that applicants will be short listed for interview. It is therefore vital that these criteria are clearly demonstrated both on your application and at an interview.

Qualifications & Training

- General education to GCSE/O level standard or equivalent, including English and Maths

Experience & Knowledge

- Admin experience
- Experience of working with IT systems i.e. spreadsheets, databases etc.
- Understanding clients needs and adapting to this

Skills & Competencies

- Effective interpersonal skills
- Good telephone manner
- Effective verbal and written communication in English
- Good numeracy and literacy skills
- Attention to detail and a high rate of accuracy
- Good organisational ability and time management skills
- Ability to juggle priorities and deal with the demands of a busy office
- Understanding person centred support

Individual Qualities

- A team player who is supportive and self-motivated
- Ability to remain calm under pressure
- Takes pride in their work and the level of service they provide
- A positive and optimistic outlook
- Ability to work in a fair and non-discriminatory manner
- Willingness to work in a changing environment
- Willingness to undertake further training
- Willingness to work with policies and procedures
- Commitment to Colebrook’s Aims and Objectives
- Pro-active approach to workload and problem solving

	Full Name	Signature	Date
Line manager			
Post holder			