

# JOB DESCRIPTION

<b>Job Description:</b>	<b>Corporate Services Support Officer</b>
<b>Responsible To:</b>	<b>Director of Operations</b>
<b>Job Category:</b>	<b>Health &amp; Social Care (Operations and Corporate Services Support)</b>

**This position is offered on a Full Time, Temporary contract basis.**

## **PURPOSE OF POST:**

PCS Services is an inclusive and diversity-friendly employer. We value difference, promote equality and challenge discrimination, enhancing our organisational capability. We welcome and encourage applications from people of all backgrounds. We do not discriminate on the basis of disability, race, colour, ethnicity, gender identity, religion, sexual orientation, age, or other category protected by law. We promote family-friendly flexible working opportunities, where operational and security needs allow.

The post involves working closely with the CEO, Managers, Team Leaders and Directors, to and maintain all administrative and office systems, and acting as one of the first points of contact to ensure effective communication between clients, staff and other services/agencies.

The post will be part of the corporate team that exists to provide an overarching service to our clients and the smooth operation of the team itself. This post will include using computerised information systems, word-processing, developing, maintaining electronic filing systems and processing referrals

## **1. POLICIES & PROCEDURES**

- 1.1 To act at all times in accordance with PCS's published policies and procedures.
- 1.2 To ensure compliance with PCS's Safeguarding, Safer Recruitment, Health & Safety, Equal Opportunities and Diversity Policies

## **2. COMPUTER SYSTEMS**

- 2.1 To develop the necessary skills in using PCS's computer system in the performance of your duties (if applicable)
- 2.2 To follow good computer housekeeping practices in relation to back up procedures and filing of reports and documents.

## **3. SPECIFIC DUTIES:**

### **Responsibilities for Administrative Coordinator 40%**

- Provide assistance to staff, managers, and senior-level officers as needed
- Create, prepare, and deliver reports to various departments



- Receive and forward communications to different staff and departments
- Organise meetings and meeting schedules for each Service/Department
- Perform clerical duties, such as filing, faxing, answering phone calls, and responding to emails
- Support the Human Resources function i.e., recruitment and disciplinary procedures as required
- Work with accounting departments to process invoices, make payments, and track receipts
- Support PCS devices and act as local Help Desk support responding to queries, including support of telecommunications and videoconferencing or other social media platforms
- Setting up new accommodation/services with workstations and access to systems.
- Manage the reviewing, procuring, installation and monitoring of corporate and non-corporate hardware equipment (e.g., desktops, laptops, printers);
- Take part and assist in duties for the wider Corporate Services team as required.
- Administrative duties as required to support the business

#### **Personal Assistant to Senior Management Team 30%**

- Responsible for rotas, schedules, and diaries, working across the business.
- Support corporate communications from the Senior Management Team including Local Authority and other network's correspondence, drafting, editing, and sending messages and producing presentations for staff meetings whenever necessary.
- Ensure receptions/ meetings/ events hosted by PCS Services are well-planned and delivered efficiently, including by liaising with contacts.
- Manage registration of new clients, diaries and databases as required for audit compliance.
- Take minutes of meetings and distribute as required.

#### **Visits Officer 30%**

- Take responsibility for all aspects of visits and inspections of PCS Accommodation.
- Maintain weekly schedule of visits
- Organise meetings to liaise with the current and source new networks to support our clientele.
- Maintain relationships with all networks, staff, and PCS clients
- Perform other duties as requested or deemed necessary to support PCS units and its staff.

#### **Key behaviours required for the job:**

- **Managing a Quality Service:** Deliver service objectives with professional excellence, expertise, and efficiency, taking account of diverse customer needs.
- **Delivering at Pace:** Take responsibility for delivering timely and quality results with focus and drive.
- **Seeing the Big Picture:** Understand how your role fits with and supports organisational objectives. Recognise the wider PCS Services priorities and ensure work is in the business interest.



- Communicating and Influencing: Communicate purpose and direction with clarity, integrity and enthusiasm. Respect the needs, responses and opinions of others
- Working Together: Form effective partnerships and relationships with people both internally and externally, from a range of diverse backgrounds, sharing information, resources and support.
- Developing self and others: Focus on continuous learning and development for self, others and the organisation as a whole.

### **Essential Qualifications, skills and experience**

- Educated to Diploma Level or equivalent (or willing to gain further accreditation)
- 2 years' experience for entry-level positions
- Intermediate level of experience with productivity tools, such as Microsoft Office Suite
- Familiarity with office equipment, such as copy machines, and phone systems
- Comfort using business email system, such as Microsoft Outlook
- Highly organised and able to create an organised and easy-to-follow system for others
- Ability to handle multiple tasks and duties simultaneously
- Independently motivated, with the ability to take on tasks and duties without immediate direction
- Strong communication skills
- Excellent attention to detail, ability to work to strict deadlines and good prioritisation skills

### **Desirable qualifications, skills and experience**

- Full License

N.B. The successful candidate will be subject to an enhanced DBS check and a probationary period.