



Role title	Administrative Assistant	Directorate	Stroke Support
Location	London (Office based in Croydon) with frequent travel to our Lewisham office	Accountable to	Stroke Support Manager
Travel requirement	Frequent	Accountable for	N/A
DBS check	No	Core Role Anchor Level	Deliver

Hours	28	Grade	A	Salary	Circa £14,500 per annum (including £1,403 outer London weighting)
Contract type			Fixed Term until 31 March 2020 with the possibility of extension		

Stroke Association. Rebuilding lives after stroke.

When stroke strikes, part of your brain shuts down. And so does a part of you. That's because a stroke happens in the brain, the control centre for who we are and what we can do. It happens every five minutes in the UK and changes lives instantly. Recovery is tough, but with the right specialist support and a ton of courage and determination, the brain can adapt.

We believe everyone deserves to live the best life they can after stroke. And it's a team effort to get there.

We provide specialist support, fund critical research and campaign to make sure people affected by stroke get the very best care and support to rebuild their lives.

Every five minutes, stroke destroys lives. Help us rebuild them. Please join our team.

ROLE PROFILE 07.11.17.

Directorate

Our Stroke Support Directorate is responsible for the effective delivery of high quality commissioned and non-commissioned support to stroke survivors and carers. We provide a range of support for people from the early days after stroke throughout their recovery and into the longer term, working closely with our network of volunteers, stroke clubs and groups.

Our support services provide a local presence for the charity enabling a far reaching impact through the delivery of other organisational activities such as awareness campaigns. Support for fundraising activity within the zone is an important part of this role.

Join us and help to make a difference to the lives of people affected by stroke.

Purpose of role

The Stroke Association is finalising a new strategy with three overarching goals: make stroke the priority it needs to be; ensure that everyone affected by stroke has access to the rehabilitation and lifelong support they need; partner with people and communities to help them take action on stroke.

To provide a comprehensive and professional clerical support to the Stroke Recovery Service which provides support to stroke survivors and Carers in the designated area and to ensure a full implementation of all operational policies and quality standards.

Key responsibilities of role

Responsibility areas	Performance Indicators	Key Competencies
<p>Provide comprehensive administrative support, constantly seeking to improve systems and processes.</p> <p>This includes inputting referrals onto our internal system, using a national database, monitoring and updating spreadsheets, maintaining a register of all referrals to ensure timely assessments.</p>	<ul style="list-style-type: none">• Up to date and accurate records and spreadsheets.• Produce required information in a timely manner• Records are correct, accurate and up-to-date.• Filing and archiving is efficient.• Ensure confidentiality is maintained in line with the Data	<p>Business Acumen Communication and Collaboration Change Readiness</p>

	Protection Act.	
<p>Communicate to a high standard, including letters and emails using MS Office and the Outlook email system.</p> <p>Arrange, coordinate and document meetings, including room bookings and inviting external stakeholders</p>	<ul style="list-style-type: none"> • Dates booked throughout year with no diary clashes • Minutes recorded correctly, actions progressed/chased • Information coordinated and distributed in good time • Maintained corporate identity via communication • Examples of documents 	<p>Leadership Communication and Collaboration Business Acumen</p>
<p>To deal sensitively and appropriately with all enquiries by telephone and in person, ensuring confidentiality is maintained.</p>	<ul style="list-style-type: none"> • Effective call handling and prioritising • Confidentiality and discretion maintained • Work independently and confidently answering or signposting questions 	<p>Customer focus Communication and Collaboration</p>
<p>To support the Stroke Association Support Coordinators in their role with various tasks that they may assign to you.</p>	<ul style="list-style-type: none"> • Producing documents as requested • Inputting data on the internal system • Sending out specific letters • Appropriate contact made with Service Users. 	<p>Change Readiness Customer Focus</p>
<p>Ensure smooth running off the office.</p> <p>To maintain stocks of Stroke Association literature and stationery.</p>	<ul style="list-style-type: none"> • Appropriate level of stock • All equipment is maintained. 	<p>Communication and Collaboration Business Acumen</p>

<p>To develop and maintain trusted and respectful relationships with colleagues across the organisation and with external stakeholders.</p>	<ul style="list-style-type: none"> • Attend mandatory meetings • Work collaboratively with other directorates and central admin team 	<p>Business acumen Customer focus Communication and Collaboration</p>
<p>To work as part of a team to ensure that the quarterly reports are accurate and reflect service activity.</p>	<ul style="list-style-type: none"> • Oversee the reporting process within the office • Proofread and ensure report is created to Stroke Association standards. • Quality control. 	<p>Collaboration Communication and Collaboration</p>

Mandatory responsibilities of role

To undertake any other duties commensurate with the purpose and remit of the post.

Responsibility areas	Performance Indicators	Key Competencies
To ensure that you manage and develop your own performance	<ul style="list-style-type: none"> • Evidenced attendance at personal training and regional events • All mandatory training is completed • Performance and Development Review completed to standard. 	Leadership Improvement and Innovation
To follow the Stroke Association's policies and procedures	<ul style="list-style-type: none"> • Familiar with competency framework including values, mission and vision. • Accessed and read the Staff Handbook and any relevant policies and procedures to your role. • Willing to travel during the course of your duties with possible overnight stays away from home. 	Change Readiness Business Acumen
To contribute to any project work as required.	<ul style="list-style-type: none"> • Examples of project work. • Deadline and quality of work is met. 	Business Acumen Improvement and Innovation Communication and Collaboration Change readiness

Person specification

Education	Essential/ Desirable
Good level of education with qualification passes in English and Maths or have relevant demonstrable industry experience	Essential
Willingness to undertake training and continuous professional development	Essential
Experience	
Experience of using technology and IT systems	Essential
Experience of working in a busy office environment	Essential
Experience of undertaking work of a clerical or administrative nature	Essential
Experience of working for a charity or caring profession	Desirable
Experience of dealing with health professionals	Desirable
Abilities and Competencies	
Ability to use a range of IT products including databases and spreadsheets	Essential
Excellent interpersonal and customer service skills, with the ability to communicate effectively with a diverse range of people both verbally and in written format	Essential
Ability to work without direct supervision and use initiative	Essential
Ability to demonstrate a methodical, organised and flexible approach to work	Essential
Ability to work collaboratively as part of a team	Essential

Ability to form and maintain professional relationships both internal and external	Essential
Ability to work with confidentiality both in and out of the workplace	Essential
Ability to deal with situations with empathy and understanding	Essential
Other requirements	
Willingness to travel to fulfill the requirements of the role	Essential
Ability to demonstrate an understanding and commitment to our corporate values	Essential
To be committed to the principles of equal opportunities and diversity	Essential
Understanding of the issues facing people affected by stroke	Desirable

This information will be used as part of the shortlisting process.