

## The Chartered Society of Physiotherapy

### Job Description

<b>Job title:</b>	Administration Officer
<b>Directorate:</b>	Practice & Development (P&D)
<b>Team:</b>	Workforce & Education
<b>Grade:</b>	4
<b>Hours:</b>	Full time 35 hours per week
<b>Accountable to:</b>	Learning & Development Officer

#### **Main purpose of the post:**

The P&D Directorate brings together CSP work relating to practice, research and education. The focus is on supporting members at an individual level throughout their career and developing and promoting UK physiotherapy as a whole.

The Administration Officer will be part of the Workforce and Education team and will have lead responsibility for providing administrative support to specific work streams and will assist in providing support for other work streams. This will involve: supporting Assistant Directors, Team Managers and other staff; providing administrative support to specific projects and core work; responding to and coordinating responses to enquiries from members and others; providing administrative and committee support to designated committees and groups; and supporting other members of the Business Support Team to ensure that all administrative requirements across the directorate are met.

#### **Main duties and responsibilities:**

1.	Coordinate administration for projects and ongoing operational work.
2.	Attend, administer and service committees and meeting groups relevant to the team, including making all meeting arrangements, producing and circulating agendas and papers, drafting minutes, following up actions and recruiting members.
4.	Undertake financial administration to support designated work streams, including raising purchase orders, invoicing, and supporting members with processing expenses and travel booking.
5.	Draft correspondence, reports, papers and presentations as necessary and appropriate to the scope of this post.
6.	Support relationship management by sharing relevant contact with members and stakeholders using the CSP CRM system.
7.	Undertake forward planning activities to facilitate the most effective delivery of tasks and bring to the attention of the Business Manager/team manager any specific workload issues.
8.	Maintain accurate filing and archiving systems.
9.	Act as moderator to relevant interactive CSP (iCSP) networks and upload information to the CSP website and databases as necessary.
10.	Undertake general administrative duties for the team, including photocopying, answering enquiries by telephone and email, booking meetings.

11.	Assist the other members of the Business Services Team e.g. with workload peaks or by providing cover during periods of annual leave.
12.	The duties and responsibilities highlighted in this job description are indicative and may vary over time depending on business need. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and in accordance with the needs of the team.

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### Person Specification Form

*The person specification below outlines the essential and desirable experience, knowledge and skills required for this role. Evidence for behaviours, knowledge and skills will be looked for throughout the selection process.*

*E – Essential requirements are those without which the job could not be done.*

*D – Desirable criteria are those that may enable better or more immediate performance in a job.*

	<i>Essential/ Desirable (E/D)</i>	<i>Assessed by application/ Interview/ Test (A/I/T)</i>
<b>Previous Experience</b>		
Experience of working as an administrator in a busy organisation.	E	A/I
Experience of servicing committees and/or meeting groups, including preparing agendas and minutes.	E	A/I
Experience of providing administrative support to varied areas of work requiring fulfilment of pre-set deadlines and with minimal supervision.	E	A/I
Maintenance of full and accurate records, in paper format and/or electronically.	E	A/I
Liaison with a range of internal and external stakeholders.	E	A/I
Experience of providing services for people in different locations.	D	A/I
<b>Professional/Technical and Occupational Requirements</b>		
Intermediate skill levels MS Office applications, particularly Word, Excel, Outlook and PowerPoint.	E	A/I
<b>Skills and Knowledge</b>		
Delivers effective, high-quality customer-focused services to colleagues, members, non-members and others.	E	A/I
Demonstrates the ability to work autonomously and self-motivation.	E	A/I
Demonstrates flexibility by working as part of a team and across teams.	E	A/I
Able to work accurately with good attention to detail.	E	A/I
Able to co-ordinate and manage small projects or assist with components of projects.	E	A/I
Uses good oral and written communication skills to produce papers, reports and minutes and communicate effectively in person, by telephone and e-mail.	E	A/I

Ensures efficient administrative support is provided to colleagues on a day-to-day basis by managing competing priorities, using initiative and taking a flexible approach.	E	A/I
Ability to deal with finance related matters and provide support to colleagues and members e.g. budgeting, invoicing and processing purchase order forms.	E	A/I
Able to use numeracy skills to collate budget information and manage small-scale data collection.	E	A/I
<b>Other Requirements</b>		
Demonstrates knowledge and understanding of equality and diversity principles and the ability to work to them in practice.	E	A/I
Takes responsibility for ensuring that data are accurate and up to date, whilst being aware of sensitive and confidential data.	E	A/I