

Independent Options (North West)

Job Ref: SBC/10/13

Job Title:	Short Breaks Co-ordinator
Location:	Offerton
Salary Scale:	£14,883 per annum
Hours:	37 hours per week
Holidays:	28 days per year inclusive of bank holidays

Responsible to: Short Breaks Service Manager

Lead Responsibility: To work as part of the management team of Independent Options' Short Breaks service, co-ordinating guests stays, providing a reception service and administrative support to managers and staff.

General Responsibilities /Tasks of the role

- 1.1 Administer guest bookings including accommodation requests, telephone requests, emergency requests, cancelling bookings, taking into account specific information potentially affecting the guest experience and ensuring the appropriate personnel are informed.
- 1.2 Administer the quarterly postal bookings notices and take calls confirming, amending, cancelling arrangements and updating all associated records.
- 1.3 Assist in arranging special events including design and printing the invitations, the collection of payments, dealing with any queries and liaising with the appropriate personnel to ensure smooth running of successful events.
- 1.4 Assist with invoice reconciliation ensuring company invoices for guest services match calendar records for Short Break services and resolving any discrepancies.
- 1.5 Answer the office telephone, calls which can be from a variety of sources including guests, families, local community and healthcare professionals, external suppliers and other Independent Options personnel.
- 1.6 Meeting visitors to the properties from guests, families, suppliers to healthcare personnel in an efficient, helpful and professional manner.
- 1.7 Undertake a variety of administrative duties in connection with the provision of care for guests within the Short Breaks service.
- 1.8 Assist in the organising of Short Breaks staff training programme.

- 1.9 Maintain accurate and confidential records for all guests and staff ensuring that the Data Protection Act 1998 is adhered to.
- 1.10 Carry out monthly reconciliation of the petty cash for each location, investigating any anomalies and resolving issues, collecting cash from Head Office (Hazel Grove).
- 1.11 Assist in facilities management issues, contacting approved suppliers and ensuring facilities meet the Independent Options quality standards.
- 1.12 Assist external service providers with their requests for information from energy suppliers requiring meter readings to protected guest information.
- 1.13 Ensure that standard documentation is created and maintained within the Short Breaks administration including, Guest bookings, Staff Rotas, Trustee Visits schedules.
- 1.14 Ensure that work is completed in a timely and efficient manner appropriate to the demands of the service users and organisational standards and timescales.
- 1.15 Ad hoc duties including paper shredding, ordering stationery supplies from Head office, controlling catering supplies.

2 Team Specific

- 2.1 Assist in organising, attending and contributing to Short Breaks team meetings, Family Coffee Mornings and any other meetings.
- 2.2 To work flexibly as part of the Short Breaks team, aiding team members with information and provision of administration.

3 Individual Specific

- 3.1 To observe all written policies, procedures and guidelines for good practice agreed by Independent Options.
- 3.2 To maintain good links and communication with all staff members within Independent Options, guests and external services.
- 3.3 To accept regular support, supervision and appraisal from the Short Breaks Manager.
- 3.4 To work within the Performance Management System for Independent Options.
- 3.5 To carry out such other duties as the managers sees appropriate to aid the smooth running of the Short Breaks guest experience.