

A Day in the Life.....

Brokerage and Contracts Team

This role is working across two teams who work closely and link together. The role is to provide administration support and produce reports as and when required. One of the main functions is to set up new providers following a process and ensure that any folders are in place. Also to update provider information as and when required as well as keeping other stakeholders information of changes and new information.

Knowledge of IT packages is essential, this role does require use of excel spreadsheets and data entry into databases as well as any other systems currently in use.

This role also requires communication and contact with Care Provider Staff either by email or phone.

Operational team – Brokerage

The Brokerage Team is made up of 1 Team Manager, 1 Deputy Team Manager, 3.5 Grade 8 Brokers, 2 FTE Grade 6 Brokers, 1 Support Planner and 1 Business Support Officer.

Operational team – Contracts

The Brokerage Team is made up of 1 Contract Manager, 1 Senior Contract Officer and 2 Contract Officers.

General administrative duties –

- Maintaining electronic records for monitoring purposes – Microsoft Excel and Access Databases.
- Updating databases – webroster and carefirst
- Setting up and running regular reports for either team
- Answering office phone and dealing with all queries appropriately
- Dealing with all relevant emails
- Booking meetings and creating agendas
- Assisting with organising events e.g good practise events and forums
- Minute taking at team meetings and forums plus producing those minutes and circulating
- Supporting team with IT issues
- Uploading documents onto Client electronic files
- Adapting spreadsheet templates, updating forms, and letters to cover individual circumstances for service users or staff and responding to correspondence from Providers
- Updating and forwarding Violent Incident Log
- Support the brokerage and contracts teams with general administrative duties e.g scanning contract monitoring folders into the appropriate folders to ensure an audit trail
- Working with multiple screens checking spreadsheets for invoicing purposes
- Using multiple reports to determine packages of care of Service Users match spreadsheets/invoices
- Setting up and creating orders on SAP finance system for Providers
- Updating SAP finance system with Limit orders and ensuring these have been paid and resolving queries
- Ordering stock using SAP – input purchase orders, check deliveries and outstanding items, receipt and check invoices before sending for payment