Wheatley Care is committed to Equality and Diversity

Job Profile

Job details			
Job title	Help Desk Co-Ordinator	**Section**	Glasgow WAYfinder
Division	Wheatley Care	**Report to**	Health and Wellbeing Manager
Grade	Care SCP 20-23	**Professional registration**	No
Disclosure level	PVG	**Date completed**	June 2025

Job summary

Wheatley Care is committed to service excellence and believes that through developing effective communication and trusting relationships with the people we work for, we can draw on life experiences to co-create individualised personalised services.

You will work within the principles of the Wheatley Group strategy and vision regarding supporting the people we work for to influence direction and development of Wheatley Care.

You will work as part of a core team within Wheatley Care to provide effective secretarial, clerical, administrative and customer services across all aspects of the service.

You will have a sound awareness of the role, displaying effective communication skills and the ability to use initiative in a positive way. As Help Desk Co Ordinator you are expected to carry out your duties in line with the Organisation's Core Values and your terms and conditions of employment.

You will meet regularly with the Health and Wellbeing Team Leaders and Health and Wellbeing Manager to report on the service weekly/monthly performance and overall capacity.

You will be familiar with the Code of Practice laid out by the Scottish Social Services Council (SSSC) and will work to the spirit of this Code.

Behaviours and competencies

Our Core Values

- Ambition
- Trust
- Community
- Excellence

We want our Help Desk Co-ordinator to be able to demonstrate the following behaviours and competencies:

- Adept at removing the barriers that get in the way of delivering excellent customer service
- Creating an environment of trust
- Finding creative solutions that support best outcomes for people we work for
- Good listener
- Excellent communication and interpersonal skills
- Strong belief that people should be allowed to make their own choices
- Ability to see the wider picture and make good professional judgement
- Self-aware and self-motivated to realise your full potential
- Demonstrate professionalism, good time keeping skills, and enthusiasm for Social Care.
- Competent using Microsoft software service
- Ability to take responsibility for own learning and continuous improvement
- Ability to represent Wheatley Group in a positive and effective manner
- Take responsibility for managing excellent performance results

Person specification

Experience

Essential

- Customer service
- previous experience of providing administrative support to a busy team.
- Proficient administrative knowledge and record keep
- Experience of collating, organising and analysing data.
- Excellent IT skills with experience in effectively using Microsoft software services
- Able to organise workloads to achieve priorities and objectives
- Good interpersonal skills
- Experience of handling confidential information appropriately.
- Good communicator, internal and external
- Committed to own personal development
- Committed to the principles of customer service excellence
- Flexible, adaptable, and able to work under pressure

Desirable

- Experience working with local authority
- Experience of working with different RSL's .
- Previous work in a social care setting.

Qualifications

Essential

- Demonstrate a commitment to achieving a recognised qualification within and agreed time scale
- Demonstrate Continued Professional Development

Desirable

- SVQ level 3 Business and Administration or equivalent
- Certificate in Administration.
- ECDL (European computer skills certificate)
- SVQ level 2 and or 3 Health and Social Care

Job outputs

Role output	Includes the requirement to
Administration/Co-ordination	• Manage a varied workload in line with the priorities of the assigned teams. • Complete all administrative duties as directed by line management. • Collate, organise and analyse information which will be used in the on-going monitoring and evaluation of the service. • Work closely with other staff member in providing an optimal service: to the people we work for, families and partner agencies • Co ordinate help desk duties ensuring all calls and or follow up is adhered to within the contracted timescales. • Process a high volume of word processing work in relation to record keeping • Maintain good understanding of all relevant data retention schedules, as well as subject access and freedom of information requests • Provide administrative support through producing minutes of meeting • Maintain relevant records of discussions with people we work for using resi data • Ensure locally produced information integrates successfully with that of the rest of the organisation • Maintain an effective electronic filing and archive system for the team, making use of Microsoft SharePoint and ensuring compliance with data retention schedules • Record incoming/outgoing mail and pass to the relevant person as require • Provide general telephone and reception cover, where required.

	• Provide administrative support for general office duties including photocopying, dealing with visitors and deliveries, coordinating day-to-day office repairs or maintenance issues
Finance	• Carry out Petty Cash Reconciliation and maintain accurate finance records • Receiving/recording and banking of all monies e.g. people we work for activities, fund raising • Co-ordinate and process all invoices in line with internal procedures
External Agencies	• Liaise with partner subsidiaries within Wheatley group and external agencies as required and keep the service management team apprised of this • Promote partnership working, whilst being aware of the need to present the organisation and the service in a positive light.
Team working	• Participate effectively in staff meetings • Highlight areas of concerns to line management • Actively participate in the Organisations supervision and appraisal procedures. • Attend training and development opportunities as identified through the supervision and appraisal structure of the Organisation. • Be familiar with both the Project's and the Organisation's aims and objectives • Communicate effectively with team members, sharing all essential information where appropriate
Health and safety	• Be familiar with both individual and Organisational health and safety roles and responsibilities. • Deal with health and safety issues where practical as they arise. • Communicate any areas of concern to line management. • Where appropriate, coordinate provision and ordering of Personal Protective Equipment (PPE) • Ensure relevant health and safety paperwork is kept up to date e.g. fire precautions log book, Operating Safety manual (OSM)
Work closely with management team	• Bring to the attention of the management team any issue of concern or note, which may have an effect either directly, or indirectly, on any of the people we work for, staff member, or the Organisation as a whole. • where appropriate be responsible for the co-ordination of daily admin tasks within the service and ensure any concerns or omissions are highlighted to the management team • monitor service capacity and communicate weekly updates to the management team • report any themes trends, and or concerns about self-referrals to line management • use the Organisational on-call services appropriately
Additional	• it is in the nature of the work that tasks and responsibilities are, in many circumstances, not routine and are variable • all staff are therefore expected to work in a flexible way when the occasion arises and task which are not specifically covered in the job profile have to be undertaken • these additional duties will normally be to cover unforeseen circumstances and will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent part of the member of staff's job, it will be included in the job profile in consultation with the member of staff.
Achievement of agreed targets for the team	• as agreed through my contribution process
efficient and well managed work processes across the function	• Value for money delivered on all outputs
Ensure compliance with professional, regulatory, statutory and corporate requirements	• Comply with and implement all wheatey group policies and procedures • Act ethically and with integrity • Lead by example to strengthen our inclusive culture across Wheatley Group ensuring equality, diversity and inclusion is at heart of everything we do

Interdependencies

- Stakeholders
- People we work for
- Families and Carers
- Health and Wellbeing Assistants
- Health and wellbeing Co ordinators
- Health and wellbeing Team Leaders
- Community integration and employability co coordinators
- Health and Wellbeing Manager
- Head Of Care
- Care inspectorate