

Advocacy Service Administrator

Job description and person specification

Post:	Advocacy Service Administrator
Hours:	37 hours per week (full-time)
Location:	Adapt office, Hexham (with occasional travel across Northumberland)
Accountable to:	Advocacy Team Leader
Salary:	£27,008.52
Contract:	Permanent

1. About Adapt (NE) and the Advocacy Service

Adapt (NE) is a long-established charity working alongside disabled people and those facing disadvantage across Northumberland and the wider North East. We believe people are the experts in their own lives, and we work together with our communities, not for them, to tackle inequality, challenge barriers and build the conditions for everyone to live well and independently.

One of the ways we do this is through the Northumberland Independent Advocacy Service, a statutory service commissioned by Northumberland County Council. The service provides Independent Mental Capacity Advocacy (IMCA), Independent Mental Health Advocacy (IMHA), Care Act Advocacy, Relevant Person's Representative (RPR), Rule 1.2 Representative, NHS Complaints Advocacy and General Advocacy to adults across Northumberland. The service ensures that some of the most vulnerable people in our communities have an independent voice in decisions that affect their lives.

2. Job purpose

To provide high-quality administrative support to the Northumberland Independent Advocacy Service, ensuring the efficient day-to-day operation of the service, accurate management of referrals, case records and management information, and effective communication with referrers, service users, partner agencies and commissioners. This is a varied and responsible role that is central to the smooth running of a busy statutory service. The post holder will be the first point of contact for many referrers and will play a key role in ensuring the service meets its contractual Key Performance Indicators (KPIs).

3. Key responsibilities

Referral management and first point of contact

- Act as the first point of contact for incoming referrals by telephone, email and online referral systems, responding promptly and professionally
- Accurately log, triage and track all referrals in the case management system, ensuring they are ready to be allocated by the team lead within contractual timeframes
- Monitor the referral inbox daily and flag urgent or time-sensitive referrals (e.g. Section 39a IMCA DoLS, Care Act Safeguarding) to the Team Leader promptly
- Acknowledge all non-urgent referrals and urgent referrals within KPI requirements
- Maintain and update the service waiting list, supporting the Team Leader to prioritise allocation based on urgency and statutory requirements
- Liaise with referrers (including NCC social workers, NHS staff, DoLS supervisory body, care homes and hospitals) to confirm receipt of referrals, request additional information and communicate advocate allocation

Case records and data management

- Support in maintenance of accurate, up-to-date and confidential case records for all service users within the case management system (Charity Log)
- Input and update case data including referral source, advocacy type, contact records, outcomes and case closure information
- Ensure Equality, Diversity and Inclusion (EDI) data is recorded for all appropriate cases
- Ensure any closed cases over seven years old are deleted and paper copies shredded as per GDPR guidelines

Management information and reporting

- Compile and collate quarterly Management Information reports in line with the contract specification, including data on referrals, case closures, advocacy hours, KPI performance, EDI data, NHS complaints data and RPR active cases
- Support the Team Leader to ensure reports are submitted to Northumberland County Council in a timely manner ahead of contract meetings
- Maintain accurate records of out-of-area referrals
- Support the preparation of compliments, complaints logs and quarterly narrative reports as directed by the Team Leader
- Assist with any contract audit requests or additional data requirements from the commissioner

Finance and invoicing support

- Maintain accurate records of service delivery to support invoice preparation and any financial reconciliation

General office and team support

- Provide general administrative support to the advocacy team including scheduling meetings, taking minutes at team meetings, preparing correspondence and managing filing systems
- Support the onboarding of new advocates, including DBS update service checks, training records and induction administration
- Coordinate meeting room bookings as required
- Assist with website updates, marketing materials and stakeholder communications as directed

Safeguarding

- The post holder has a responsibility to safeguard and promote the welfare of vulnerable adults and children and must comply with all Adapt (NE) safeguarding policies and procedures
- Report any safeguarding concerns promptly to the Designated Safeguarding Lead

4. General responsibilities

All Adapt (NE) staff are expected to:

- Act consistently with Adapt (NE) policies and in line with the charity's values
- Keep the needs of service users and their carers at the core of service delivery
- Work effectively as part of a team and maintain positive working relationships
- Commit to personal development and participate in appraisal and supervision
- Comply with the Data Protection Act 2018 and UK GDPR — particularly important in this role given the sensitive nature of advocacy service user data.
- Contribute to the promotion of health, safety and staff wellbeing.
- Act in ways that support diversity, equity and inclusion
- Undertake any other duties commensurate with the level of the role

5. Advocacy responsibilities

- Support the delivery of the Independent NHS complaints advocacy service
- Support other projects as required

6. Person specification

Requirement	Essential	Desirable
Education	Good standard of general education including English and Maths (GCSE or equivalent)	Business administration qualification or equivalent
Experience	Proven experience in an administrative or office-based role	Experience working in a health, social care, charity or public sector setting
	Experience of managing databases or case management systems accurately	Experience of working with confidential or sensitive personal data
	Experience of compiling reports or data returns	Experience of supporting statutory or commissioned services
	Experience of handling high volumes of enquiries or referrals in a busy environment	Familiarity with CRM systems (e.g. Salesforce, Charity Log or similar)
Skills & Knowledge	Excellent organisational skills with the ability to prioritise and manage a varied workload	Understanding of independent advocacy and relevant legislation (e.g. Care Act, Mental Capacity Act, Mental Health Act)
	Strong written and verbal communication skills	Knowledge of GDPR and information governance requirements in health/social care
	High level of accuracy and attention to detail	Understanding of DoLS, RPR and Court of Protection processes
	Proficient in Microsoft Office (Word, Excel, Outlook, Teams)	
	Ability to work under pressure and meet deadlines, including	

Requirement	Essential	Desirable
	contractual reporting deadlines	
	Ability to handle sensitive and confidential information with discretion	
	Self-motivated and able to work independently as well as part of a small team	
Other	Commitment to equality, diversity and inclusion	
	Willingness to comply with Adapt's safeguarding policies and procedures	
	Occasional travel across Northumberland may be required	

7. Additional information

This post is subject to an enhanced DBS check due to access to sensitive data relating to vulnerable adults. A probation period of 12 weeks applies. Annual leave is 25 days per year plus bank holidays. Adapt (NE) operates a pension scheme, details of which are provided at induction.

The post is permanent but is principally funded through the Northumberland County Council commissioned Independent Advocacy contract (current contract end date 31 January 2028, with option to extend by up to 12 months).