

ACTION FOR CARERS (SURREY)

JOB DESCRIPTION PART TIME ADMINISTRATIVE ASSISTANT

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| POST: | Administrative Assistant (Surrey Young Carers Service) |
| WORKING HOURS: | 28 hours to be worked Monday, Wednesday, Thursday & Friday to cover 9am-5pm |
| SALARY: | £18,001 |
| LOCATION: | This post will be based in our Burpham office but you may on occasions be required to travel to meetings at other locations. |
| LINE MANAGED BY: | Surrey Young Carers Senior Administrator |

JOB PURPOSE: As part of the Admin Team to provide administrative support to the Surrey Young Carers team. To be aware of the purpose and scope of Action for Carers (Surrey), and assist with all administrative and office duties in keeping with the aims and objectives of the organisation.

MAIN DUTIES AND RESPONSIBILITIES:

1. To understand and implement policies, standards and procedures of Action for Carer Surrey
2. With support from Senior Administrator, ensure that administrative duties are correctly prioritised and deadlines are met.
3. To deal with telephone calls, post and email and to handle enquiries from carers and professionals with courtesy and sensitivity. To signpost to relevant sources of help recording details as required in accordance with office procedures.
4. To provide minutes at SYC team meetings as directed by the Senior Administrator.
5. To input and retrieve referral data and provision of reports, mailing labels and lists as required.
6. In partnership with Participation & Engagement Coordinator, support the mail out of the quarterly SYC magazine.
7. To ensure information, scanning and forms on the SYC shared server are maintained and updated as required.
8. Ensure the filing system for storage of all information is efficient and filing is carried out on a regular basis.
9. In liaison with Administration Team provide and update check-in for SYC staff lone working within core office hours. Ensure outlook, events and check-in calendars are regularly updated by SYC team and the check-in phone line is manned during office hours.
10. Ensure stationary, photocopier and kitchen supplies are maintained efficiently.

11. Maintain stock of information leaflets and ensure these are regularly updated and new leaflets obtained. Compile initial visit and welcome packs for distribution and use by SYC staff.
12. To attend and contribute at team meetings, supervision, operational administration meetings, area meetings and core ACS/SYC training.
13. To undertake any other duties as may reasonably be agreed with the Senior Administrator.

PART TIME SYC ADMINISTRATOR PERSON SPECIFICATION

EXPERIENCE:

1. Previous Administrative experience in the voluntary, public or commercial sectors.-
Essential
2. Experience of working within a team to an agreed framework: **Essential**
3. Experience of note taking at internal meetings: **Desirable**

KNOWLEDGE:

4. Understanding of Disability Rights, Carers Rights and Child Safeguarding legislation:
Desirable
5. Awareness of issues surrounding Young Carers: **Essential**

QUALIFICATIONS:

6. Appropriate qualifications in typing / word-processing /computing/business administration, which will demonstrate competence in computer skills. **Essential**
7. A good standard of literacy and numeracy - GCSE English & Maths -**Essential**
8. Evidence of professional development in the course of his/her career (including any other courses or training undertaken) - **Desirable**

ABILITIES:

9. Ability to communicate effectively with colleagues, professionals and families: **Essential**
10. Ability and commitment to working as part of a team: **Essential**
11. Ability to use own initiative, to plan own work and to work without direct day to day supervision: **Essential**
12. Ability to respect and work within an Equal Opportunities framework and the Confidentiality policy of Action for Carers Surrey: **Essential**

KEY SKILLS

13. Computer literacy, with proven experience of MS Office packages, in particular MS Word, MS Outlook, MS Excel and Internet. **Essential**
14. Knowledge and Experience in the use of Microsoft Access. **Essential**
15. Effective written and verbal communication skills. **Essential**
16. Effective organisational and time management skills. **Essential**
17. Knowledge of basic computer administration – **Essential**

PERSONAL QUALITIES:

18. Friendly and approachable: **Essential**

OTHER:

19. A current driving licence and ability to travel around Surrey: **Desirable**