Job Description

**key information**

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| **Post:** | Administrative Assistant – fixed term for one year |
| **Salary/pay:** | £20,062  |
| **Hours / working base:**  | 36 hours per week, Monday to Friday worked between the hours of 9 am and 5 pm. This role is traditionally office based, however, our administrative team have been splitting their working time between home and office on a rota system during the pandemic. The post holder will need to be exclusively office based whilst learning the role, following this, the base will be reviewed in line with organisational needs and local and national guidance.  |
| **Responsible to:**  | Senior Administrator  |

**JOb purpose**

As part of the Carers Support (CS) Service Administrative team, to provide administrative support to the Service as a whole. This includes providing cover for other team members in their absence.

**mAIN DUTIES AND RESPONSIBILITIES**

**Database**

* Input new referrals onto our carers database and scan documents to electronic files.
* Amend and update the database, retrieve data and produce and post letters to carers.

**Carer events and training**

Action for Carers run events both in person and virtually for the carers we support, a substantial part of the role involves the administration of these events and responsibilities include:

* Set up events in zoom
* Books carers on the correct event, ensuring that they have all the relevant details they need for the day.
* Responding to carer queries regarding events.
* Set up waiting lists for popular events and activities and raffle tickets where applicable.
* Assist with carer awareness work including mailing out information/newsletters/ consultation documentation to carers.
* Assist with room and loan equipment bookings and maintain records.

**Administration**

* Respond to phone calls, post and emails from carers and professionals, redirect enquiries as appropriate and record details as required.
* Make up information packs as required.
* In liaison with ACS general admin, participate in administration and maintenance of staff Check In Systems.
* Maintain stocks and updates of information resources.

**General**

* Provide cover for colleagues during holiday and other absences.
* Attend and pro-actively contribute to team meetings, individual supervisions with line manager and internal communication meetings.
* Attend mandatory and other training identified by ACS.
* Provide equality of delivery.
* Ensure all work with carers meets current legislative requirements, good practice and is line with ACS policies and procedures, in particular to understand the responsibilities in the role in relation to safeguarding and in relation to data protection and confidentiality
* Undertake any other duties as appropriate and commensurate with the grading of the post.

Work in accordance with the ACS Code of Conduct, policies, standards and procedures of ACS.

 Person Specification

**Person specification**

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| **Experience** | **Essential or Desirable** |
| Demonstrable administrative experience in any sector | Essential |
| Experience of handling a variety of enquiries and callers in a busy environment | Essential |
| Working Knowledge in the use of Microsoft Word, Outlook & Excel, and of databases | Essential |
| Experience and competence in event administration | Desirable |
| Awareness and understanding of the issues facing carers | Desirable |
| **Education & knowledge** | **Essential or Desirable** |
| Minimum GCSE English grade C – or equivalent  | Essential |
| A working understanding of confidentiality and data protection | Essential |
| **Abilities**  | **Essential or Desirable** |
| Ability to listen effectively | Essential |
| Ability to positively and appropriately represent the organisation by forming good working relationships and communicate effectively with staff in both statutory and voluntary sector agencies and service providers | Essential |
| Ability to communicate effectively and form good working relationships with young people and their families.  | Essential |
| Ability to deliver activities and youth work to groups of children and young people. | Essential |
| Able to use standard Microsoft computer packages independently and effectively and able to record information on a database. | Essential |
| Ability to adhere to work plan, to work to deadlines and use time effectively | Essential |
| **Personal qualities**  | **Essential or Desirable** |
| Good and sensitive telephone manner with effective written and verbal communication skills | Essential |
| Ability to develop and maintain professional relationships with clients and professionals | Essential |
| Effective organisational, time management and multi-tasking skills | Essential |
| Ability to collate logistical data in a methodical manner and to evaluate this information | Essential |
| Ability to demonstrate sensitivity in all circumstances and to be able to empathise and communicate well | Essential |
| An ability to be flexible as part of team working but also to be able to work on own without direct supervision | Essential |
| **Other** | **Essential or Desirable** |
| Current driving license and use of a road worthy vehicle\* | Desirable |
| Able partake in training sessions relevant to the role | Essential |
| Able to work from home if required | Essential |

\*NB The location of the office is not easily accessible by public transport.