 Job Description

**key information**

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| **Post:** | Senior Administrator, fixed term until 31st March 2022 |
| **Salary/pay:** | £22,912 |
| **Hours / working base:**  | 36 hours per week, Monday to Friday worked between the hours of 9 am and 5 pm. The post holder will need to be exclusively office based whilst learning the role. Following this, the post holder will be expected to spend the majority of their working week at Astolat.  |
| **Responsible to:**  | SYC Manager / Assistant Manager |

**JOb purpose**

To line manage Surrey Young Carers (SYC) administrative team, providing an overview of the administrative and support systems to the SYC Manager / Assistant Manager.

To complete administrative and office duties.

To review administrative processes

**mAIN DUTIES AND RESPONSIBILITIES**

**Line Management Responsibilities**

* To monitor quality and consistency of administrative outputs, including sessional worker pool and use of taxis by young carers.
* To ensure that administrative duties are correctly prioritised, and deadlines are met.
* Provide cover during periods of absence and annual leave.
* To line manage a small administrative team, including completing supervisions, addressing absence and performance concerns, assisting with recruitment, and holding regular team meetings.
* To review administrative processes against best practice.

**Database**

* Input new referrals onto our carers database and scan documents to electronic files.
* Amend and update the database, retrieve data, produce data and run reports.
* Answer the team’s queries about the database.

**Correspondence and note taking**

* To respond to telephone calls, post and email and to handle enquiries with courtesy and sensitivity.
* To signpost to relevant sources of help recording details as required in accordance with office procedures.
* To provide minutes at SYC team meetings if needed.

**SYC Service Support**

* In partnership with Participation & Engagement Coordinator, organise the mail out of the quarterly SYC magazine.
* Ensure information, scanning and forms on the SYC shared server are maintained and updated as required.
* Ensure that data/record storage is efficient and compliant with data protection regulations.
* 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.
* 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.
* Maintain admin procedures

**Young Carer events and groups**

Action for Carers run events both in person and virtually for the young carers we support. Responsibilities include:

* Set up events in zoom.
* Assisting with the administration of events.

**General**

* Attend and pro-actively contribute to team meetings, and SYC operations meeting, 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 |
| Good working Knowledge in the use of Microsoft Word, Outlook & Excel, and of databases | Essential |
| Supervisory / line management experience | 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 communicate clearly and effectively. | 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 |
| 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.