

Carers Together

Job Description

Job Title:	First Contact Administrator
Salary:	£20,380 FTE
Hours:	Part time 15 hours per week
Responsible to:	Office & Administration Manager
Accountable to:	The Chief Executive
Primary Base:	

1. Job Purpose:

To provide administrative support and reception to the organisation.

2. Duties and Responsibilities:

2.1 To be responsible for the production of documents & information using a range of IT based applications including Microsoft Word, Excel, Access and Publisher.

2.2 To provide administrative support to the management team, Assistant and Senior Practitioners and Volunteer and Engagement Managers.

2.3 To contact carers to confirm appointments made with support workers.

2.4 To deal directly with the public in a responsible, sensitive and confidential manner.

2.5 To be responsible for managing and organising the bookings of the meeting rooms at Carers Together for both staff and external organisations.

2.6 To organise and manage mail outs with volunteers.

2.7 To order and maintain the stationery supplies.

2.8 To process all incoming and outgoing communications by telephone, post and e mail.

2.9 To provide appropriate support at meetings, events and training.

2.10 To support the implementation of any project, Business Plan or Work Plan.

2.11 To assist with marketing and publicity as required.

2.12 To uphold and implement the equal opportunities policy in all aspects of work.

2.13 The above duties and responsibilities cannot totally encompass or define all tasks that may be required of the incumbent. The outline duties and

responsibilities may therefore vary from time to time without materially changing their character and or level of responsibility. These factors are reflected in the grade of the post.

General

3.1 Participate fully as a member of the staff and volunteer team including attending meetings, sharing information and working collaboratively with other staff and volunteers to ensure all services are delivered.

3.2 Work collaboratively with colleagues in other agencies.

3.3 To undertake training as required by Carers Together in Redcar & Cleveland or as agreed through supervision.

3.4 Adhere to all service standards, policies and procedures of Carers Together.

3.5 Administrate and organise own work to ensure that it meets quality standards, deadlines and reporting requirements.

3.6 Undertake any other tasks or duties that may arise which are commensurate with the general level of this post and as directed by the designated line manager.

3.7 Communicate directly with the public in a responsible, sensitive and confidential manner.

3 Working conditions

4.1 Flexible working between the hours of 9 am - 5 pm is permitted subject to the demands of the service. Some evening and weekend working may be required. Overtime will not be paid, but approved time outside 9am-5pm should be taken as time off in lieu.

4.2 30 working days holiday per year plus statutory/bank holidays for fulltime staff. For part time staff holiday entitlement is calculated on contracted hours.

4.3 This job description is intended as a guide to the duties and responsibilities of the post and may be amended from time to time, subject to developing organisational needs, and following appropriate consultation with the post holder.

4.4 Undertake training as required by Carers Together or as agreed through supervision.

4.5 The above duties and responsibilities cannot totally encompass or define all tasks that may be required of the incumbent. The outline duties and responsibilities may therefore vary from time to time without materially

changing their character and or level of responsibility. These factors are reflected in the grade of the post.

Signed:

Employee

Manager

Date:

Date.....

CARERS TOGETHER

First Contact Administrator Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
Qualification	1. Educated to at least GSCE standard	1. Relevant qualification in administration and/or IT	Application form/certificate
Experience/ Knowledge	2. Experience of working with the public 3. Good verbal and written communication skills 4. Extensive use of wide range of computer based software including Microsoft Word, Excel, Access, Publisher and databases. 5. Experience of filing and office management systems 6. Experience of collection, recording and collation of information for monitoring purposes	3. Experience of working in the voluntary sector 4. Experience of minute taking 5. Experience of using Powerpoint 6. Experience of Health & Social Care issues	Application form Interview References
Skills/abilities	7. Ability to work to tight deadlines 8. Ability to communicate effectively at all levels 9. Ability to work as part of a team 10. Ability to work on own initiative		Application form Interview References

Attitudes/interests	11.Willingness to undertake appropriate training 12.Sensitivity to carers' issues 13.Commitment to equal opportunity and confidentiality 14.Willingness to work flexible hours 15.Commitment to team working		Application form Interview
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