



Carers Together

Job Description

Job Title:	First Contact Officer
Salary:	£9986.26 (£24632.78 full time equivalent)
Hours:	15 hours per week
Based at:	The Innovation Centre, Kirkleatham Business Park, Redcar and Parkview Medical Centre, Marton Road, Middlesbrough.

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 and Access.

2.2 To provide administrative support within the organisation.

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 email.

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.

3. 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 Undertake training as required by Carers Together 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.

4. Management

The post holder will receive day-to-day management, supervision and appraisal from the First Contact Manager.

5. Working conditions

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.

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

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.