

CARERS SUPPORT CENTRE (CSC)

JOB DESCRIPTION

Job title:	Administrative Assistant
Responsible to:	Resources Officer
Hours:	37.5 hours per week Mon-Fri 9am-5pm
Salary	£16,123 - £17,213 (FTE) pro rata
Place of work:	CSC, Gill Avenue, Fishponds, Bristol (Working from home when circumstances dictate)

Job Purpose

To: Support the delivery of services and support to carers through:

- The provision of excellent administrative support to the organisation, working with the Resources Officer.
- Providing an excellent reception service, creating a welcoming and positive environment for carers and all visitors to the office.
- Providing support to specific teams as and when required to.

Main tasks

Reception/General administration

To:

- Support the Resources Officer (line manager) in maintaining and developing office systems and records.
- Maintaining/creating mailing lists, preparing materials to send out, and distribute mailings and welcome packs.
- Making and receiving telephone calls and emails from/to for example; carers, professionals, volunteers, suppliers and partners.
- Undertake administrative tasks including processing of forms, word-processing, photocopying, filing, and assisting with recruitment.
- Provide a reception service for CSC, and deal with face-to-face and other enquiries as required.

- Maintain and update records on CharityLog (CSC Case Management system) and produce reports from it as necessary.
- Take and/or type up minutes of meetings as required.
- Manage the logistics of internal and external meetings as required, including booking of rooms and where appropriate, setting up MS Teams, Zoom or other online meeting platforms.
- Provide support for organisational events such as Carers Rights Day, Carers Week etc.
- Co-ordinate groups of volunteers for mail-outs and specific administrative tasks as necessary.
- Assist in the general office upkeep.

General

To:

- Ensure that all work is carried out in accordance with the Carers Support Centre's policies and procedures.
- Undertake any other duties commensurate with the grading of the post, as agreed with the Line Manager.

PERSON SPECIFICATION

Experience/Knowledge

Essential

- At least one year of experience working in an administrative role including maintaining administrative systems

Qualifications

- GCSE pass in English and Maths

Skills

- Strong digital skills with good working knowledge of Office 365 and it's associated applications such as SharePoint
- Excellent written and verbal communication skills
- Excellent organisational and administrative skills
- Excellent telephone manner and ability to deal sensitively with enquiries from service users, members of the public and external agencies/suppliers/contractors
- Accuracy under pressure and an attention to detail.

Attributes

- Extremely well organised
- Ability to work on own initiative as well as part of a team, manage time effectively, prioritise own workload and work to tight deadlines
- Ability to work as part of a team
- Ability to establish good working relationships with staff and volunteers
- Commitment to equal opportunities and diversity in practice
- Receptive to supervision.
- Confidence to constructively question processes and suggest improvements.

DESIRABLE:

- An understanding of the needs of carers
- Experience of using WordPress, Publisher, MailChimp

October 2021