

**Job title:** Administrative Assistant

**Responsible to:** Administration Manager

**Hours:** 16 hours per week (Monday to Thursday 10am – 2pm)

**Place of work:** Carers Support, Gill Avenue, Fishponds, Bristol. BS16 2QQ

## Aims of the post

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

- The provision of excellent administrative support to the organisation, working with the Administration Manager.
- 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 Administration Manager (line manager) in maintaining and developing Carers Support (CS) 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 CS and deal with face-to-face and other enquiries as required.
  - Maintain and update records on CharityLog (CS 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 the Administration Manager in the training of new staff on relevant software and systems.
- Assist in the general office upkeep.

## **General**

- To ensure that all work is carried out in accordance with the CS's policies and procedures.
- To undertake any other duties commensurate with the grading of the post, as agreed with your line manager.

## PERSON SPECIFICATION - CARERS SUPPORT

### ESSENTIAL:

#### Qualifications

- GCSE pass in English and Maths

#### Experience/Knowledge

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

#### Skills

- Excellent organisational, record keeping and administrative skills
- Excellent written and verbal communication skills
- Accuracy under pressure and attention to detail
- Ability to develop, use and maintain administrative systems
- Excellent computer literacy and ability to increase use of every day programme tools through self-learning
- Ability to competently use a range of different IT programmes and databases to increase operational efficiency

#### Attributes

- Ability to manage time effectively, prioritise own workload, work to tight deadlines and respond well to challenges
- Empathetic Communication: the ability to communicate with clarity, integrity, and enthusiasm, listening to and respecting the needs, responses, and opinions of others
- Ability to treat all with humanity and kindness
- Confidence to constructively question processes and suggest improvements
- Ability to establish good working relationship with staff and volunteers
- Transparency and Inclusivity: building trust by being open about what we have done and why we have done it, valuing difference, diversity, and inclusion, ensuring fairness and opportunity for all
- Ability to work as part of a team and independently with minimal support
- Commitment to developing/maintaining a high quality of service

## Desirable

- Awareness of safeguarding procedures and an understanding of referral pathways
- Ability to sharing carers issues appropriately internally and externally
- Other
- Ability to effectively fulfil the travel requirements of the post.
- Have (or arrange for) business cover on car insurance