

JOB DESCRIPTION

Job title:	Administration and Operational Support
Responsible to:	Young Carers Service Operational Manager
Hours:	30hrs/week
Place of work:	Carers Support, Gill Avenue, Fishponds, Bristol

Aims of the post

To support delivery of services and support carers and young carers through

- Providing excellent administrative support to the organisation.
- Providing a welcoming and positive environment for young carers, carers and all visitors to the office
- Providing specific support to young carers team when required

Main tasks

1. General administration

- a. Making and receiving telephone calls and emails from/too, for example young carers, carers, professionals, volunteers, suppliers and partners
- b. Data entry into a variety of organisation data systems, maintaining and updating records as necessary.
- c. Regularly review processes and come up with options to improve.
- d. Undertake administrative duties including word-processing, photocopying, and filing
- e. Working with colleagues to ensure to ensure Carers Support website and leaflets are up to date.
- f. Responsible for producing notes from meetings.

- g. Manage logistics of all internal/ external meetings and event as required, including booking of rooms, refreshments and where appropriate setting up MS Teams/ Zoom or other online meeting platforms.
- h. Produce simple documents e.g. assessment and evaluation forms for use with service users using a range of platforms MS Forms, Canva and paperforms.
- i. Support team in producing and photocopying resources needed in delivery of activities, training and stalls.

2. Operational Support

- a. Creating, updating, amending and closing carer records on CharityLog (our case management system).
- b. Work with Young Carers Activity Co-ordinator to develop and implement systems and processes for the delivery of young carers activities. This could include use of Eventbrite, text and social media to publicise activities; recording participation and attendance, ordering taxis, preparing evaluation sheets, producing monitoring data; .
- c. Support the team with evaluation processes by producing and recording evaluation, extracting records and producing simple analysis of the data.
- d. Manipulating data from excel and other sources to produce quarterly monitoring reports
- e. Maintain young carers service presence on social media. Prepare and send regular posts on social media.
- f. Prepare bi-monthly e-bulleting for service users and professionals working with young people using Mailchimp
- g. Administer the Free Family Day out passes.

3. General

- a. To ensure that all work is carried out in accordance with the Carers Support Centre's policies and procedures.
- b. To undertake any other duties commensurate with the grading of the post, as agreed with the 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
- Ability to communicate appropriately carers/ children and families in an empathic and sensitive manner
- 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
- Ability to communicate appropriately to carers/ children and families in an empathic and sensitive manner
- 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 advocate 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