

# Central Carers Association

## Job Description

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<b>Job Title:</b>	Admin Worker
<b>Salary Scale:</b>	Salary Scale D £17382- £19234 (Pro- rata)
<b>Duration:</b>	This post is funded until March 2019
<b>Hours:</b>	28 hours per week
<b>Responsible for:</b>	The provision of effective and efficient admin, finance and office support throughout the organisation

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### **Aims of the Association:**

- To identify carers and encourage mutual support
- To raise awareness of the needs of carers and establish carers support groups
- To co-ordinate views of carers within the Association's area by identifying and raising carers' concerns with policy makers and service providers
- To assist carers to liaise with all relevant agencies
- To promote services which help carers
- To collate and disseminate information relevant to carers within the Association's area
- To recognise and work with former carers within the Association's area as appropriate to their circumstances and experiences
- To promote the principle and practice of equal opportunities for all carers
- To promote good communication, collaborative working and partnerships between Statutory, Voluntary and Community Organisations which provide services to carers, in order to ensure better co-ordinated and more effective support to carers and respective service users

## **Main Duties**

- Provide admin support for staff and Board members
- Ensure the efficient running of the office by maintaining office supplies, equipment and stationery; day to day facilities management; co-ordinating external lets; setting up/clearing away meeting rooms; etc
- Provide a reception service for visitors to the Centre, answering telephones, processing mail
- Provide financial support to the organisation by processing petty cash, expenses, invoices, etc using SAGE accounts package
- Ensure that all HR related records are kept up-to-date and accurate
- Raise awareness of the work of the organisation by maintaining and developing the organisations website and publicising regular activities and one-off events in the local press
- Maintain and develop up to date information resources for carers, including leaflets, packs and newsletters, and ensure adequate availability
- Use the computerised information management system to record and monitor Carers Centre activity and produce reports as required
- Be responsible for the day to day health and safety of the Centre by taking on the role of fire warden and first aid appointed person, ensuring records are kept up to date, and that any new members of staff, volunteers or visitors to the Centre are made aware of any health and safety requirements

## **Accountability**

- Accountable in the first instance to the Centre Manager and ultimately to the Management Committee
- Prepare regular work plans in agreement with the Centre Manager or another senior member of staff
- Maintain systems to record and monitor the activity of the service using the Carers Centre's data management systems
- Participate in staff meetings
- Co-operate with the Management Committee in quality assurance exercises
- Work as part of an effective staff team to ensure the Centre functions efficiently and professionally
- Undertake any other duties relevant to the post, as reasonably required from time to time by the Centre Manager

**Confidentiality**

The post-holder is expected to adhere to high standards of confidentiality and data protection at all times due to the nature of the sensitive information about staff, volunteers and service users they will have access to.

**Personal Development**

The post-holder is expected to participate in staff development and to use all relevant learning opportunities to improve their personal skills.

**Supervisory Relations**

The post-holder will receive regular support and supervision from the Centre Manager or another senior member of staff.

**Equal Opportunities**

Central Carers Association (Falkirk & Clackmannan) is committed to being an equal opportunities employer. The post-holder will therefore be required to carry out their duties with due regard to Equal Opportunities legislation.

**Quality Statement**

Central Carers Association is committed to running an organisation with high standards of organisational and operational practice. To that end, it operates a continuous programme addressing quality issues.

**Location**

The post will be located at Falkirk & Clackmannanshire Carers Centre, 1a Bank Street, Falkirk, FK1 1NB.

## Person Specification

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Skills and experience required for this post	Essential	Desirable
Previous experience of working in an office based administrative role	✓	
Previous experience of using Microsoft Word, Excel, Outlook and Publisher	✓	
Previous experience of setting up and maintaining effective office systems	✓	
Previous experience of computerised information recording systems and the ability to collate data and produce reports	✓	
Previous financial support experience such as Sage Accounts package, business banking, payment processing and managing petty cash.	✓	
Previous experience of maintaining HR records	✓	
Good telephone and listening skills and the ability to deal with enquiries in a professional manner	✓	
Ability to use own initiative and organise own work in consultation with line manager	✓	
A flexible approach with the ability to prioritise competing workloads	✓	
Ability to develop and maintain effective working relationships	✓	
Understanding of and a sensitive approach towards the needs of carers		✓
Understanding of the voluntary sector		✓