



falkirk & clackmannanshire  
**carerscentre**

Inform | Support | Involve

**Falkirk**

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[www.centre@centralcarers.org](http://www.centre@centralcarers.org)

# Application Pack

## Principal Funders of Central Carers Association



## Central Carers Association

Is the local voluntary organisation that supports carers in Falkirk district and Clackmannanshire and is the managing body of the Falkirk & Clackmannanshire Carers Centre. The organisation, which is a registered charity and limited company, is managed by a voluntary Board of Trustees who are elected from the membership of the organisation.

### Mission Statement

To ensure that carers of all ages are recognised, valued, receive the information and support they need to allow them to care with confidence and in good health, and are empowered to have a life of their own outside caring.

### Values

Central Carers Association aims to provide quality, confidential services that are sensitive to the needs and wishes of local carers, and provide opportunities to allow carers to participate in the development of local health and community care services to improve the quality of life for carers and those they care for.

### 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

### Privacy Notice

In accordance with the General Data Protection Regulation, Central Carers Association has developed a Privacy Notice for Job Applicants to inform prospective employees about the types of data we process, the reasons for processing this data, the lawful basis that permits us to process the data, how long we keep the data, and the rights of applicants regarding their data. This document can be viewed on our website: [www.centralcarers.org](http://www.centralcarers.org).

### The Carers Centre

The Carers Centre is a growing and forward-thinking organisation with ambition to support an increasing number of children, young people and adults who provide unpaid care for a family member or friend due to disability, illness, addiction or frailty.

To achieve this, the Carers Centre provides information, support and involvement opportunities for carers, of all ages, across Falkirk district and Clackmannanshire.

## Organisation Structure

The day to day management of the Carers Centre is delegated by the Trustees to the Carers Centre Manager. We currently have 29 members of staff who are based in various locations, including the Carers Centres in Falkirk and Alloa, Forth Valley Royal Hospital, Falkirk Community Hospital and Clackmannanshire Community Healthcare Centre.

## Working for Central Carers Association

Staff benefits include:

- Competitive salary scales, with annual increments until top of scale is reached
- 8% contribution to Legal & General Workplace Pension Plan
- 20 days annual leave plus 14 days public holidays
- Flexibility around starting and finishing times and length of lunch breaks
- Regular supervision and support

## Application Process

Details about the post are contained in the job description and person specification, which are included in the Application Pack.

To apply to work for Central Carers Association you need to fully complete our Application Form - CVs will not be accepted. **Shortlisting is dependent on applicants being able to demonstrate how their knowledge, skills and experience relate to the post applied for.**

If you are completing and returning the form electronically you will be required to sign your application form if you are appointed to the post.

The deadline for applications and interview dates are included in the advert for the post – please let us know as soon as possible if you would be unavailable on this date.

We will endeavour to let all applicants know the outcome of their application, however, due to the high volume of applicants we are not always able to provide feedback on unsuccessful applications.

You should return your completed application, together with completed Equal Opportunities Monitoring and Criminal Convictions Declaration forms to:

**[recruitment@centralcarers.co.uk](mailto:recruitment@centralcarers.co.uk)**

**or**

**The Centre Manager  
Falkirk & Clackmannanshire Carers Centre  
1a Bank Street  
FALKIRK  
FK1 1NB**

Thank you for your interest in working at the Carers Centre - we look forward to receiving your completed application.

# Central Carers Association

## Job Description

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Job Title	Admin Worker
Salary	£17999
Hours	35 hours per week
Responsible for	The provision of effective and efficient admin, finance and office support throughout the organisation

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### 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 Board of Trustees
- Prepare regular work plans in agreement with the Centre Manager or another senior member of staff
- Participate in staff meetings
- Co-operate with the Board of Trustees 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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<b>Skills and experience required for this post</b>	<b>Essential</b>	<b>Desirable</b>
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		✓