

# Central Carers Association

## Role Profile

### Office Administrator

#### **Role Purpose:**

To provide the professional administration and office support throughout the organisation.

#### **In this role, your responsibilities for delivering reception and office support will include:**

- Provide reception service as first point of contact for all callers/visitors to the Carers Centre in Falkirk including answering telephones, central inbox.
- Accurate data input and maintenance into the Organisations information management system.
- Extracting data from database to produce statistical reports and information lists.
- Distributing and collating carer support information, mailshots, evaluations, and newsletters/e-bulletins.
- Providing administrative support, including photocopying, processing mail, and managing appointments for carer activities.
- Provide financial support to the organisation by supporting the expenses process, invoices, banking, etc. using SAGE accounts package when appropriate.
- Provide administrative support to the support options team, including:
  - recording of grants, training and events attendance and carer contact on Organisations information management system.
  - Co-ordinate venue bookings and cancellations, including sending information out to carers.
  - Provide financial support by working with the business support manager to process payments for grants, venue hire and activities.
  - Manage the teams inbox and book carer appointments/calls with the members of the team using Outlook.
- Centre support: setting up/clearing away meeting rooms, maintaining office supplies, liaising with external suppliers when required and co-ordinating external lets.
- Day-to-day health and safety: taking on the role of fire warden, ensuring weekly health and safety checks are kept up to date, and any necessary regulations are communicated with staff, volunteers, and visitors to the centre.
- Undertake any other duties relevant to the post, as reasonably required from time to time.

**The responsibilities, accountabilities and reporting structure for this role will be reviewed periodically and updated, if required**

**To carry out this role, you will have:**

Knowledge:

- Understanding of the importance of confidentiality in all aspects of your work.
- Understanding of the need for flexibility within the receptionist role.
- Understanding of and a sensitive approach towards the needs and difficulties faced by carers.

Skills:

- Excellent telephone and listening skills and the ability to deal with enquiries in a professional and sympathetic way.
- Ability to get along with people from all backgrounds and communities, respecting lifestyles and diversity.
- Ability to build and maintain effective working relationships with colleagues.
- Ability to use initiative to plan, organise, and prioritise, including when under pressure, as part of a team, or on own initiative.
- Ability to work in a pro-active, flexible, and adaptable way.
- Positive problem-solving skills and a 'can-do' attitude.

Experience:

- Relevant experience of working in an office-based administration or receptionist role.
- Personal experience of caring or working with carers.
- Using client databases to enter and maintain records.
- Financial support experience such as Sage Accounts packages.
- Using Microsoft 365, especially Outlook, Excel, and Word.

**In this role, you will work with different people and teams, they are:**

Colleagues, volunteers, and trustees from Central Carers Association.

External agencies and service providers, including, Falkirk Health and Social Care Partnership, FDAMH, LGBTQ Youth, SFAD, various venue and activity providers.

**In this role, you will achieve:**

An efficient administration function that supports and enhances the work being carried out by the staff at Central Carers Association.

<b>Centre Manager:</b> Laura McKenzie	<b>Team:</b> Business Support	
<b>Reporting To:</b> Vicki Lennox	<b>Location:</b> 1a Bank Street, Falkirk, FK1 1NB	
	<b>Hours:</b> 28 hours per week (work pattern to be agreed)	<b>Salary:</b> £25,143 pa/pro rata.