

Administrative Support Officer

Job Description and Person Specification

Responsible to: Office and Resources Manager

Hours: 35 hours per week (full-time)

Working Pattern: Monday – Friday, 9:00-5:00

Base: The Withywood Centre, Queens Road, Bristol, BS13 4QA

Place of Work: Hybrid working, mainly AUKB office with occasional working from home.

Introduction

At Age UK Bristol, we want to change the way we age for the better. We aim to keep people aged 55+ well and active, encouraging Bristol to be an Age Friendly city. We do this through providing practical help and supporting people's emotional and physical wellbeing in a range of ways depending on their needs. In addition, we want to prevent people from needing our help wherever possible. We do this in our strategic work, where we aim to create the conditions for older adults to remain healthy and independent.

Job Purpose

The main purpose of this role is to:

- Provide effective, efficient and high quality administrative support to ensure the smooth running of AUKB and its services.

Main Duties and Responsibilities

1. Projects and Services

- a) To provide comprehensive administrative support to AUKB's services with the main focus being on support for our Going Home from Hospital service.
- b) Tasks will include keeping databases updated, talking on the phone to service users, typing up referrals, collating and inputting monitoring data, liaising with staff in partner organisations and maintaining a document of services available to older adults. It may also include sending out promotional materials using email and social media, booking venues, liaising with staff and volunteers, talking to members of the public, posting out letters and information packs.

2. Reception and Helpline

- a) To be the first point of contact and provide general reception and telephone support, in the absence of a helpline volunteer.
- b) To handle calls to the AUKB admin phone line, to monitor shared email inboxes, and deal with incoming enquiries as necessary.
- a) Provide support to the volunteers during their Helpline shift as required; sending welcome emails at the beginning of each shift, logging volunteers in/out of the 3CX phone system and monitoring the system to deal with any issues; and allocating tasks to the helpline volunteers.

- c) To provide cover to the Helpline as required.
- d) To assist with the purchasing and control of domestic matters, stationery, kitchen supplies and office equipment as requested by the Office and Resources Manager.
- e) At the request of the Office and Resources Manager, liaise with AUKB's IT support provider to ensure the smooth running of the IT systems.

2. General

- a) To maintain a welcoming, warm and professional manner when communicating with service users, volunteers, visitors, trustees and staff of AUKB or other organisations.
- b) To occasionally carry out other reasonable tasks, as agreed with the line manager, such as providing annual leave cover for other members of the team.
- c) Access training and attend seminars/conferences as necessary.
- d) Comply with all AUKB policies and procedures and with relevant legislation.

AUKB does not intend for, or regard this job description to be contractually binding on the charity and reserves the right to review, amend and update to meet the demands of the organisation.

Administrative Support Officer - Person Specification

Criteria	Essential	Desirable
Qualifications	A good level of numeracy and literacy	Professional qualification in a relevant area.
Experience	<p>Experience of maintaining administrative systems and databases</p> <p>Dealing with telephone enquiries and referrals to relevant staff</p> <p>Receptionist experience</p>	<p>Experience of working with older adults.</p> <p>Experience of client management systems, in particular Charity Log and/or CareFlow</p>
Skills and Abilities	<p>Ability to be flexible and “think on your feet”</p> <p>Ability to liaise with external organisations</p> <p>Ability to organise and prioritise work and demonstrate good time management</p> <p>Ability to work in a team and support other AUKB staff and volunteers</p> <p>Excellent interpersonal skills with a wide range of people and an ability to maintain a professional manner</p> <p>Excellent listening and verbal communication skills</p> <p>Good time keeping.</p> <p>Good writing clerical skills</p> <p>High level of accuracy in all tasks, including data entry and data processing.</p> <p>Proficient in using IT systems and databases</p> <p>Very good phone skills.</p>	
Knowledge and Understanding	<p>A working knowledge of Microsoft Office and databases</p> <p>Understanding and working knowledge of data protection regulation</p> <p>Understanding of equality and diversity legislation regulation</p>	<p>Knowledge and understanding of the needs of older people in Bristol.</p> <p>Knowledge of Age UK Bristol, its role and services</p> <p>Knowledge of the voluntary sector as paid staff or volunteer</p>

Personal Qualities	<p>Commitment to promoting and supporting diversity and a positive organisational culture</p> <p>Commitment to the vision and values of Age UK Bristol</p> <p>Strong commitment to enabling and encouraging older people to maintain independence</p>	
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General Information

Equality and Diversity

Age UK Bristol is committed to valuing diversity, tackling inequalities and promoting equality of opportunity. All staff have a personal responsibility to uphold this commitment and contribute towards an inclusive and supportive environment by

- Ensuring their behaviour is not discriminatory, and does not cause offence,
- Challenging the inappropriate behaviour of others, and
- Adhering to AUKB's values and its equality and diversity policy.

GDPR

All staff are responsible for helping the organisation meet its data protection obligations to staff, volunteers and clients. Personal data of other individuals, and our clients should be treated in accordance with the AUKB Data Protection Policy and Privacy Policy.

AUKB will treat personal data relating to employees in accordance with its HR Data Protection. Information about how an employee's data is used and the basis for processing his or her data will be provided in the organisation's Employee Privacy Notice.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

1. Take reasonable care of themselves and for others at work
2. To co-operate with AUKB as far as is necessary to enable them to carry out their legal duty
3. Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

The Chief Executive and Senior Management Team have overall responsibility for providing and maintaining safe and healthy working conditions, equipment and systems of work for all employees, tenants, visitors, students and volunteers and to provide such information, training and supervision, as they need for this purpose.

The Chief Executive and Senior Management Team are also responsible the health and safety of other people who may be affected by AUKB activities.

It is the responsibility of the *Office Manager* to act as Health & Safety Officer.

Individual managers will be responsible for health and safety within their area of responsibility in respect of both the workforce and the premises.

Safeguarding

Age UK Bristol is committed to ensuring that all people who use its services and those who come into contact with staff providing support and care (including any children) are, as far as possible, enabled to experience lives which are free and safeguarded from abuse or exploitation. All staff have a duty of care to safeguard Children and Vulnerable Adults and to act on any concerns to ensure that each situation is appropriately assessed and investigated

AUKB Vision, Mission and Values

At Age UK Bristol we help make sure that everyone in Bristol can love later life. We do this by supporting and empowering older people, helping other organisations to work together, and championing the interests of older people in the city.

These statements ensure that everyone within AUKB has a shared understanding of who we are, what we do and what we stand for. All AUKB communications will endeavour to reflect our brand values, through use of language, treatment of donors/volunteers/service users, and interactions with other organisations.

Vision - We want Bristol to be a city where everyone in later life:

- Has enough money
- Enjoys life and feels well
- Receives high quality health and care
- Feels comfortable, safe and secure at home
- Participates in their local community

Mission - To improve the quality of later life in Bristol, by:

- Providing top-quality services and support to all older people
- Being a leader for other organisations working with older people
- Campaigning for public spending and policies that benefit older people
- Promoting positive attitudes to ageing across the city

Values - In everything we do, we are:

- Bristol-focused
- Reliable and trustworthy
- Supportive and caring
- Positive and empowering