Date as postmark

Dear Applicant

**First Point of Contact (FPOC) / Administration**

Thank you for your interest in the above position. Please find enclosed: -

• Job Description

• Person Specification

• Basic Terms of Employment

• Equal Opportunities Monitoring Form

• Your Application and our Recruitment Process

• Application Form

Please read these papers carefully before you complete the application form, as short-listing will be based on the information you provide. Please do not submit a CV as a substitute for completing the application form.

We welcome applications from all sections of the community and have a Equality, Diversity & Inclusion Policy.

If you require the advert or application pack in any other format, please contact us.

As users of the disability confident scheme, we guarantee to consider all disabled applicants who meet the minimum criteria for vacancies.

Please return your completed application form to the address below.



Carol Rodmell

**Deputy Chief Executive**

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Age UK Calderdale & Kirklees

**JOB DESCRIPTION & PERSON SPECIFICATION**

**First Point of Contact (FPOC) / Administration (Day Care)**

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| --- | --- |
| **POST:** | First Point of Contact (FPOC) / Administration (Day Care) |
| **SALARY:** | £12.59 per hour |
| **HOURS:** | 22.5 Hours per week – 3 days per week |
| **ACCOUNTABLE TO:** | Head of Care |
| **RESPONSIBLE FOR:** | Answering the main switchboard phone, providing admin support to our Day Care Centres |

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| **AGE UK PRINCIPLES:** |
| The most valuable asset to Age UK Calderdale & Kirklees are the people involved with the charity. Our approach to recruitment and selection of employees reflects the importance of people to us, the values and the organisation of the charity including:* To be client centred.
* Deliver services with compassion.
* Value staff and volunteers.
* Be inclusive and embrace equality and diversity.
* Develop trust in our services.
* Everybody working together to achieve the same objectives.

As a Disability Confident Employer, we are committed to attracting and recruiting people with a disability. Through the Disability Confident scheme, we are challenging attitudes towards disability, increasing understanding of disability, removing barriers to disabled people and those with long term conditions so that all can reach their full potential and realise their aspirations. |

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| **ORGANISATIONAL EXPECTATIONS:** |
| Age UK Calderdale & Kirklees works in a variety of roles, many of which are based in differing geographical areas of our region.In order that we can be most effective in the provision and delivery of services and projects to the older people of Calderdale & Kirklees you will need to work as part of a team. You will contribute to and share in the work of the organisation while maintaining an awareness of the political and social environment in which we work.You will be expected to develop good working relationships with other Age UK Calderdale & Kirklees’ staff and relevant external organisations, as appropriate to your role.You will adhere to all roles and responsibilities in line with Age UK Calderdale & Kirklees’ policies and procedures and all legislative requirements. You will be expected to undertake any other activity requested by your Line Manager(s) that is appropriate to the experience and level of responsibility of the post holder, and to promote the work of Age UK Calderdale & Kirklees whenever possible. |
| **OUTLINE OF POST:** |
| * Answering the main switchboard phone.
* Taking referrals from clients, their family, and external service providers.
* Providing information about all our services, and signposting to external service providers.
* Admin support for the Day Care Centres.
* Organising Rotas
* Booking Activities and Scheduling efficient use of resources.
* Arranging taster days for new clients with families and social workers.
* Ensuring all policies and procedures are up to date.
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| **MAIN TASKS:** |
| * As part of the FPOC/Admin team, you will be answering the telephone, providing full knowledge of our services, other local options, and signposting accordingly.
* You will be responsible for the operational efficiency of the Day Care Centres administration services and as required.
* You will help organise staff rotas
* You will arrange and research external professionals to deliver sessions in the centre that meets our activities KPI.
* You will keep accurate financial records of revenue spent on sessions to ensure we keep within our budget/funding.
* Ensure resources are used efficiently and effectively across the Day Care Centres.
* Preparing precise monitoring and evaluation reports as required.
* Recording clients care plans and update with any incidents or changes to the clients needs. on to Charitylog (CRM System).
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**First Point of Contact (FPOC) / Administration Sessional Person Specification**

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|  | **Essential** | **Desirable** |
| **Education, Qualifications, Training** |  |  |
| Good level of general education | **X** |  |
| NVQ Level 3 or 4 in Business Administration or equivalent |  | **X** |
| Willingness to undertake job specific training and evidence of continuous development | **X** |  |
| **Experience** |  |  |
| Excellent customer service skills | **X** |  |
| High level of organisational skills | **X** |  |
| Experience of working in the voluntary sector |  | **X** |
| **Knowledge** |  |  |
| Good general IT skills  | **X** |  |
| Excellent telephone manner | **X** |  |
| Ability to work to deadlines and use your own initiative | **X** |  |
| Knowledge of the local area and local services |  | **X** |
| **Skills and Personal Characteristics** |  |  |
| The ability to form and maintain professional relationships | **X** |  |
| Self-motivated, enthusiastic, and committed | **X** |  |
| The ability to communicated effectively orally and in writing with a wide range of people | **X** |  |
| The ability to work flexibly | **X** |  |
| The ability to work as part of a team | **X** |  |
| Excellent time management skills | **X** |  |
| The ability to prioritise and escalate when required. | **X** |  |

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