

JOB DESCRIPTION

Post Title: Administrator

Reporting Line: Counselling & Befriending Team Leader

Summary of post: To provide effective administrative support to the Counselling and Befriending services. The post holder will be expected to work proactively to maximise the service's effectiveness and efficiency.

Hours of Work: Part time, 22.5 hours per week

Location: Leamington (travel required across Coventry & Warwickshire)

Duties and responsibilities:

1. Act as the first point of contact for clients, volunteers and professionals. Providing information and resolving queries.
2. Carry out telephone assessments with prospective clients and volunteers.
3. To process and record incoming referrals ensuring accuracy and to action appropriately within a timely manner, following established processes and procedures.
4. Liaise with internal services to support the management of client referrals.
5. To maintain the service databases and ensure that records are up to date and accurate.
6. Provide general office and administrative support including but not limited to post, receiving and making phone calls, typing, printing, photocopying, scanning and filing.
7. Provide support to office volunteers.
8. Support the service Team Leader as required, including providing relevant information for reports and supporting with service developments.
9. Support with organising and attend service events and meetings
10. Contribute to the development of promotional material and newsletters
11. Ensure that all personal data is processed in accordance with the GDPR policy and procedure.
12. To identify service improvements from customer feedback and other relevant evidence and recommend these through the line management structure.
13. To represent Age UK Coventry and Warwickshire at appropriate meetings as requested.
14. To adhere to all AUK&W policies with particular reference to staffing, health & safety, safeguarding and equality.

15. To portray a positive image of the organisation both internally and externally, and set high standards of personal integrity and professionalism, leading by example.
16. To undertake such other duties as may be reasonably required, consistent with the nature and grade of the post

All staff have an individual responsibility to comply with the organisation's policies and practices.

This job description will be reviewed annually in line with appraisals.

Employee Signature: Date:

Please print name

Person Specification: Administrator

	Essential	Desirable	Tested At
Qualifications			
Good general education typically including Maths and English GCSE at grades A/B or equivalent	✓		A
Knowledge and Experience			
Experience of managing and maintaining administrative systems.	✓		A/I
Experience and an aptitude and confidence in using IT.	✓		A/I
Working knowledge of client management scheduling system.		✓	A/I
Knowledge of Befriending and Counselling services		✓	A/I
Skills and Abilities			
Good IT skills and have a willingness to learn new IT skills, including Microsoft Office	✓		A/I
Excellent written and verbal communication skills	✓		A/I
A friendly and patient telephone manner and the ability to communicate with older people, their relatives, and professionals	✓		A/I
Ability to listen and interpret information	✓		A/I
Must be well organised, efficient and able to deal with a fast-paced working environment.	✓		A/I
Excellent interpersonal skills	✓		I
Personal Qualities			
Self-motivated and able to work confidently using own initiative	✓		A/I
Team Focused Approach	✓		A/I