

Service Administrator

Support At Home Service

About Age UK Lancashire

Age UK Lancashire proudly delivers services to over 20,000 older people across Lancashire each year, enabling them to maintain their independence and to enjoy choice and control over their lives.

The Service

Supporting approximately 800 customers a year with over 40,000 hours of practical and emotional support, the Support At Home (SAH) service offers tailored assistance for older people across Lancashire who may need a helping hand with daily tasks.

The job, in a nutshell

As Administrator, you will provide efficient and professional administrative support to ensure the smooth running of the project.

You will be the first point of contact for new customer enquiries, managing incoming referrals, coordinating appointments, maintaining records, processing payments and provide monitoring and reporting support.

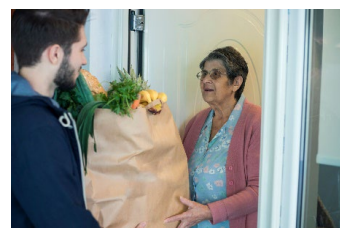
What you'll do for us / The Job

Customer Engagement and Support

- ✓ You will manage enquiries, schedule new referrals and review appointments using our CRM system, supporting the customer's whole service journey.
- ✓ You will escalate concerns or queries relating to customer accounts or experience to the Service Coordinator for prompt resolution.

Service Administration

- ✓ You will maintain accurate and up-to-date digital records, prepare reports, and support monitoring processes to evidence outcomes and impact.
- ✓ You will use digital systems and telephony software to ensure communication is timely, professional and efficient.
- ✓ You will contribute to data and feedback collection for evaluation purposes and provide general administrative support to the team to ensure the smooth day-to-day running of the service.



Driving: This role requires you to have a full driving licence and appropriate business insurance.

DBS: This role requires you to have a basic DBS check, and associated costs will be met by the employee.

Our Values

We innovate

We care

We go above & beyond

We take responsibility

We are proud to work here

Transactional Finance support

- ✓ You will offer a friendly and professional service to customers, taking payments through our secure finance platforms.
- ✓ Taking finance related phone calls to include supplier queries and ad hoc finance matters.
- ✓ Supporting the collection of aged debt where needed.

Service Delivery

- ✓ You will handle personal data in line with GDPR and maintain confidentiality at all times. You will follow safeguarding and information governance procedures to ensure sensitive information is managed securely.
- ✓ You will keep your skills and knowledge up to date through training and maintain professional boundaries at all times.
- ✓ You will coordinate the purchasing and distribution of resources necessary for service delivery.

Recruitment and Workforce Support

- ✓ You will assist the Coordinator in organising and supporting recruitment and onboarding.
- ✓ You will cascade information to and from Workers as directed by the Service Coordinators and provide administrative support to enable efficient processing of Worker documentation.

Quality

- ✓ Support the Service Coordinators to develop, action and record internal audit plans.
- ✓ Support our continuous improvement approach by collating and analysing customer feedback to improve quality across our services.
- ✓ Support in identifying improvements in current processes and procedures.

Key Relationships

- ✓ Service Coordinators
- ✓ Support At Home Workers
- ✓ Customers, families and carers
- ✓ Head of Service and other AUKL colleagues

Colleague quote:

"I think that all of our Values are wonderful, and I believe that all employees work to their fullest to achieve them. I really feel that AUKL is a positive place to work both for our clients and ourselves".

Service Administrator

Support At Home Service



'Until everyone is living their best later life'

Must have

- ✓ Excellent communication skills, both written and verbal
- ✓ Strong organisational skills and administrative role experience
- ✓ Ability to manage and prioritise multiple tasks to meet deadlines with a flexible approach
- ✓ Proficient in IT tools including the use of Microsoft Office, and CRM systems
- ✓ Attention to detail especially when handling sensitive information, service and customer records
- ✓ Excellent interpersonal skills and ability to build relationships internally and externally
- ✓ Problem-solving skills and the ability to suggest creative solutions to challenges
- ✓ Able to work within a team, take direction from others and collaborate effectively
- ✓ Experience of data collection and maintaining accurate records
- ✓ A positive approach and a genuine interest in supporting older people and understanding their needs

Great to have

- ✓ An understanding of Charities and how they operate
- ✓ Experience of handling secure payment systems
- ✓ Experience of working with older people or in a community, health, or social care setting
- ✓ Understanding of local services and experience of partnership working.
- ✓ Understanding of safeguarding, risk awareness and health & safety.
- ✓ Understanding of internal audits

Other information

This role description is not intended to be exhaustive, but rather to clearly define the fundamental purpose, responsibilities and deliverables for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

To comply in all aspects with Age UK Lancashire's policies and procedures and to participate and contribute to Age UK Lancashire's activities, meetings and training courses as required.

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