

Job Title:	Information and Administration Assistant
Job Location:	Based at St Ann's Square, Manchester
Reporting to:	Advice Manager
Hours of Work:	35 hours a week, as agreed to be worked normally between Monday to Friday 9am to 5pm excluding lunch. Some out of hours work may be required.
Salary:	£18,694

PURPOSE OF JOB (as set out in the draft contract of employment)

- a. Provide a wide range of reception and administrative support tasks for the organisation and, specifically, the Advice and Counselling Services.
 - b. Provide telephone triage for the Advice Service.
 - c. To undertake the day-to-day office routines necessary to the smooth running of the office.
 - d. To provide administrative support and work as part of the Advice and Counselling teams.
 - e. To ensure that the Equal Opportunities and Health and Safety policies of Age Concern Manchester, as they apply to the office situation, are carried out properly.
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SPECIFIC TASKS

1. Provide a full, confidential reception service by responding to enquiries made in person, by telephone or email.
2. Provide information and signposting assistance to older people and their carers, escalating more complex calls to the Advice Team for referral into the Advice Service.
3. Provide assistance to the Advice Manager and the Counselling Manager with administrative support in respect of the the activities of the services, including (but not limited to):
 - a. maintaining administrative systems,
 - b. compiling information packs,
 - c. inputting confidential client data,
 - d. compiling service statistics,
 - e. producing and sending referrals letters, etc.
4. Ensure the proper handling of cash and other valuables in accordance with the procedures laid down by Age UK Manchester.
5. Maintain supplies of stationery and report equipment faults covered by maintenance contracts.
6. To ensure the correct and timely recording and transmission of incoming and outgoing communications, including telephone, fax, post and email.
7. To assist with meeting room bookings from external organisations, including booking, allocating rooms, assisting with technology on the day, signing guests in and providing refreshments.
8. Promote the services provided by Age UK Manchester to families and carers whilst taking calls.

The job title and duties may be changed if and when necessary for the proper running of Age Concern Manchester. In appropriate circumstances, relief cover for other employees may be required.

PERSON SPECIFICATION

1. The successful candidate will demonstrate honesty, integrity and an understanding of the issues affecting older people.
2. They will be confident users of Microsoft programmes, have excellent organisational skills and a friendly, cheerful attitude.
3. They will be able to demonstrate a commitment to the mission of Age UK Manchester.
4. They must show an ability to communicate simply and effectively, orally and in writing, with people from a wide range of backgrounds.
5. They will understand the needs (often unspoken) of vulnerable, older people and their carers, and respond to those needs with sensitivity.
6. They will be able to work under pressure as a team member with self-assurance, self-confidence and a sense of humour, and to provide a cheerful, positive environment within which the wellbeing of users can be promoted.
7. Demonstrate the ability to work flexibly.