

JOB DESCRIPTION & PERSON SPECIFICATION

Job Title:	Office Support Worker, Systems Administrator– Care Support at Home
Reporting to (Job Title):	Care Support at Home Manager
Employing Authority:	Age UK Northamptonshire
Salary:	Band 4 - £12.88 per hour
Place of work:	The William and Patricia Venton Centre, York Road, Northampton NN1 5QJ
Hours of work:	20 Hours
Employment subject to Enhanced Disclosure & Barring Service (DBS) check	
Purpose of the Job:	<p>To provide administrative support for Care Support at Home team. This service is delivered throughout the county of Northamptonshire. To work with the team, assisting with the alignment of system processes and recording, working towards and maintaining delivery of a more efficient service. This role will involve monitoring systems, handling client queries, managing service schedules, and maintaining accurate records relating to the service.</p> <p>To be an active, positive and supportive member of the administration team of Age UK Northamptonshire.</p>
Main Tasks and Responsibilities:	
<ol style="list-style-type: none"> 1. To support the day-to day running of the Care Support at Home service. 2. To undertake full training and be the expert on in house systems, leading the team in the extended use of Charitylog and Birdie to support service recording and scheduling. To support with allocating work to care staff, making the best use of availability and geographical constraints and arranging cover for pre-arranged care support in the event of staff sickness. 3. Assist with implementation of new processes to improve productivity and efficiency and to support with managing the service digital systems. 4. To be the service IT Champion, to support with resolving technical issues minimising downtime working with external IT support. 5. To provide assistance in maintaining and updating service records. 6. To undertake the duties of updating documents used within the service, ensuring that all client records are up to date, and that processes are followed, particularly in respect of Consent and General Data Protection Regulations. 7. To be an active and 'hands on' presence for the support at home team, maintaining a clear grasp and direction of daily operations. 	

8. Handle customer enquiries, providing information on the service whilst supporting the service Coordinator in initiatives to expand the service, increasing the number of clients, care staff and consequent budgetary income.
9. To assist with service reports, invoicing, expenses and other related documentation.
10. Follow up with new clients and their representatives to ensure satisfaction with services provided.
11. To work with the service coordinator or senior staff member in their absence to register new users with the service following their assessments, this may include a home visit. T
12. To take the lead in being responsible for inputting assessments and care planning onto digital systems.
13. In the absence of the team Coordinator to provide support and direction to the team.
14. To be available out-of-hours on a rotational basis to provide support to the team.
15. To undertake any other relevant tasks to ensure the smooth running of the service, or as reasonably required by the Service Manager.

The above tasks are indicative of the role to be carried out. They may change from time to time in consultation with the post holder and in line with service need.

The tasks and responsibilities shown above are not exhaustive and should be regarded only as a guide. The jobholder will be expected to undertake any reasonable activities according to the needs of the service at the time. These will be subject to periodic review and may be amended to meet the changing needs of the service. The jobholder will be expected to participate in this process, and Age UK Northamptonshire would aim to reach agreement as regards any changes.

Person Specification

Services Administrator	Essential/ Desirable	Assessed By
Competencies:		
Education & Training <ul style="list-style-type: none"> • Good standard of general education • Computer literate, competent user of word and excel, database entry and keyboard skills • General administrative skills and record keeping skills • Car driver 	E E E E	AF AF / I / T AF AF / I / T
Team Effectiveness <ul style="list-style-type: none"> • Ability to work effectively as part of a team • Ability to work alone and take initiative as the need arises • Ability to liaise with colleagues, other departments, staff and clients • Problem solving 	E E E E	AF & I AF & I AF & I AF & I
Customer Focus <ul style="list-style-type: none"> • Understand the needs of the Service, and able to respond sensitively to client queries and complaints 	E	AF & I
Communication <ul style="list-style-type: none"> • Calm telephone manner • Able to communicate clearly both verbally and in writing 	E E	I I & T

Planning and organising <ul style="list-style-type: none"> • Systematic approach to workload • Good organisational and time management abilities • Ability to change and adapt to new procedures • Ability to devise and implement new systems 	E E E E	AF AF AF AF
Alignment and Compliance <ul style="list-style-type: none"> • Aligned to the values, culture and mission of the charity. • Knowledge of working within the voluntary sector 	E D	I I
Other <ul style="list-style-type: none"> • You will need a full driving licence and access to a vehicle. 	E	AF/I
Key: AF – Application Form I – Interview T – A written test will form part of the interview process.		
Prepared By: Kathy Smith	DATE	04.04.2025
Authorised By:	DATE	