

## JOB DESCRIPTION

**Sybil’s Homemade Administrator**

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| **Post Title:**  **Department:**  **Responsible to:**  **Based:** | Sybil’s Homemade Administrator  Catering  Income Generation Manager  Sybil Levin Specialised Day Care Centre | **Pay Scale:**  **Hours of Work:**  **Tenure:**  **Date of issue:** | £4,940 per annum,  AUNN Band B (£9.50 per hr)  10 hours per week, over 5 days.    Permanent  September 2019 |

**PURPOSE OF THE DEPARTMENT/SERVICE**

The Age UK Notts catering business is a new venture providing a catering service for business and private occasions. All the profits from Sybil’s Homemade will help Age UK Notts to support local older people with dementia and their carers who rely on services such as the Sybil Levin Centre.

The Sybil Levin Centre is very valuable to the local community, it is a service like no other for those in and around Nottingham who suffer with dementia. It is a place where joy and laughter can be found as well as the specialist care that is needed to ensure a good quality of life. It’s a place that carers can trust to look after their loved one so they can have some time to enjoy their own hobbies and interests or simply take a well-earned break. Our dedicated team of staff and volunteers go the extra mile to give our service users a rich, stimulating and engaging schedule of activities.

**PURPOSE OF THE POST**

To provide high quality administrative support, completing buffet orders over the phone and by email.

This post is vital to the smooth running of the business; it requires a high level of organisation, customer care and working effectively with the team.

**KEY DUTIES & RESPONSIBILITIES**

The post holder is expected to demonstrate a good level of competence in their role for each of the key duties and responsibilities listed below. Competence means demonstrating the required skills, abilities, attitude and behaviours in your work role.

**Communication and Customer Service** **(C&C)**

1. To be the point of contact for all enquiries.
2. Provide a high level of customer service on the phone, face to face or by email.
3. Establish effective communication with the team to ensure all orders are met and delivered to a high standard.

**Planning and Organisation** **(P&O)**

1. To provide quality and time efficient administrative support.
2. Accurately record enquiries and orders onto the logging system and maintain the spreadsheet from enquiry to payment.
3. To be responsible for coordinating the orders.
4. Manage the diary, logging system and inbox.
5. Manage, organise and prioritise own workload in response to the business requirements.

**Recording & Monitoring** **(R&M)**

1. To update the logging system at all stages of the process.
2. Update customers on their orders in a timely manner.
3. Enquire and record any dietary requirements and communicate these to the chef.
4. Arrange and take receipt of payments, complete invoices and purchase orders, issue receipts and record financial information accurately and in line with the charities finance procedures.
5. Ensure all literature, advertising and the website are kept updated.

**Quality (Q)**

1. To ensure that all enquiries are dealt with in a timely and professional manner.
2. To routinely seek feedback on all aspects of the service.
3. To ensure that relevant aspects of the service are delivered in accordance with quality standards as defined by the Age UK Brand Partnership requirements.

**Charity Focus** **(CF)**

1. Share fundraising and service development ideas, supporting the charity in its fundraising activities.
2. Positively promote and publicise the business consistently.

**Team Work (TW)**

1. Maintain and develop effective working relationships with colleagues, internal and external customers to ensure the smooth running of the business.
2. Deliver and collect orders and equipment in the absence of the driver.

**Specialist Knowledge** **(SK)**

1. Fully IT literate and proficient with Microsoft Office.
2. Experienced in developing and maintaining Excel spreadsheets.

*Please note that all posts within the charity carry this level of expectation.*

**Charity Responsibilities - Standard Clauses**

Your Needs

* You will keep under review your own developmental needs, keep yourself informed of current issues and be alert to the Age UK Notts training programmes and policies and attend all supervision meetings advised by your line manager. It is your responsibility along with your line manager to identify training and development needs and to inform your line manager of these (C&C, P&O).

Equality and Diversity

* You will uphold the Age UK Notts Equality and Diversity policies and practices thereby promoting fair and quality services to all. If Age UK Notts deem you have breached any of these policies this may be dealt with under the disciplinary procedure. All policies can be viewed on Yammer - please ensure you refer to the Equality and Diversity Policy and the Bullying and Harassment Policy (Q, CF).

Health and Safety

* You will take reasonable care for your health and safety and have regard to other persons who may be affected by the performance of your duties, in accordance with the provisions of Health and Safety legislation and actively encourage, promote and reinforce all Health and Safety procedures in accordance with the guidelines laid down in the Age UK Notts Health and Safety Manual (Q).
* You will exercise proper care in handling, operating and safeguarding any equipment or appliance provided, used or issued by Age UK Notts or provided by a third party for individual or collective use in the performance of your duties (Q, C&C).

Safeguarding

* You will raise any concerns regarding safeguarding and report all allegations of abuse in line with the Age UK Notts Safeguarding policy (Q, CF, C&C).

Customer Care

* You will promote and deliver services in a way which is sensitive and responsive to those receiving such services and be aware of and implement the Age UK Notts customer care policies and service level agreement requirements (if applicable) (C&C, Q, CF).

Professional Integrity

* You will maintain at all times the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals (CF, Q).

Quality Assurance

* You will uphold and proactively contribute to the Age UK Charity Quality Standard (Q, CF).

Other

* Participate in, and promote fundraising & income generation (CF, C&C).
* Promote all Age UK Notts services and trading products (CF).
* You will attend staff meetings, the annual staff conference and other meetings as requested in order to keep up to date with information within the Charity (CF, C&C, Q).
* You will provide for your line manager regular timesheets, and any other reports or information as required (C&C).
* You will carry out any other specified tasks that may be reasonably required by the relevant Manager, with the proviso that any changes of a permanent nature will be included in the job description (TW).

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

**I confirm that I have discussed the content of this Job Description with my line manager and that I understand its content.**

**Name of Employee:**

**Signature of Employee: Date:**

**Name of Supervisor:**

**Signature of Supervisor: Date:**

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**Person Specification**

**Sybil’s Homemade Administrator**

**Please indicate on enclosed application form evidence to show why you fulfil each individual point below:**

## Essential Requirements

1. Excellent interpersonal and listening skills with a friendly, sensitive and professional approach to people (C&C, Q, CF)
2. Experience of taking and responding to telephone calls and emails (C&C)
3. Good team player with a flexible approach to the changing demands of the service (TW, CF)
4. Excellent written and verbal communication skills (C&C, Q, P&O, R&M)
5. Exceptional organisational skills with the ability to plan own workload and meet deadlines (C&C, Q, P&O, R&M)
6. Excellent IT skills including proven use of databases and internet, and Microsoft Word, Excel, and Outlook (C&C, Q, P&O, R&M)
7. Excellent administrative skills including experience of creating and maintaining filing systems, databases and spreadsheets (P&O, Q, R&M)
8. High level of competency and attention to detail in both literary and numerical tasks (R&M, Q)
9. Hold a full valid licence and clean driving record (SK)
10. Knowledge and understanding of Equality and Diversity issues and a commitment to implement the Age UK Notts Equality and Diversity policy (C&C, Q, TW, CF)

# Desirable Requirements

1. Knowledge of the Charitable/Voluntary sector (C&C, Q, CF)
2. Knowledge of catering services and food hygiene



**Summary of Main**

**Conditions of Service**

**Sybil’s Homemade Administrator**

**Salary:** £4,940 per annum, AUNN Band B (£9.50 per hr)

**Start Date:** As soon as possible.

**Hours of Work:** 10 hours per week

Age UK Notts consider a full-time working week to be 37 hours, Monday to Thursday 9.00 a.m. to 5.00 p.m. and 9.00 a.m. to 4.30 p.m. Friday with 30 minutes for lunch (unpaid). Age UK Notts operates a scheme of flexible working hours.

**Holidays:** 24 working days (pro-rated for part time hours). Employees are granted 8 Public Holidays. One additional days leave is added to the annual leave entitlement for each year of service up to a maximum of 8 additional days.

**Mileage**

**Allowance:** Currently 45p per mile.

**Pension:** The Charity will contribute 4% of basic salary into our NEST pension scheme after 3 months service with a phased employee minimum contribution rising to a maximum of 4% from 1st April 2019 (in line with auto-enrolment rules). However employees may contribute more than the minimum required employee contribution.

**Place of Work:** The Sybil Levin Specialised Day Care Centre, 577a Nuthall Road, Cinderhill, Nottingham

**Timetable for Appointment**

**Post Advertised:** Friday 25th November 2019

**Closing Date:** Monday 11th November 2019

**Short-listing:** TBC

**Interviews:** TBC

**N.B.** Due to financial constraints, applicants who are not short-listed will not be notified. If you have not received an invitation to attend an interview within three weeks of the closing date you may assume that your application has not been successful.