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**Customer Service Administrator**

Line Manager: Services Manager

Based at: The Bradbury Centre, Kingston Road, Portsmouth

Salary: £9.50 per hour

Contract: 6 month Fixed Term Contract

Hours: 37 hours per week

Age UK Portsmouth (AUKP) is an independent charity which provides high quality and accessible services for adults and elderly people living in South East Hampshire. The charity generates funds through specific service provision contracts, charitable grants, donations, sales of age-relevant products, legacies and via statutory bodies.

Customer Service Administrator duties and responsibilities include providing administrative and customer service support to ensure efficient operation of Age UK Portsmouth’s Home Services. The Customer Service Administrator will support the Home Services department and colleagues through a variety of tasks related to the department and is responsible for confidential and time sensitive material.

The Customer Service Administrator will effectively communicate by phone, videoconference, and email to ensure that duties are completed accurately and delivered to the highest quality in a timely manner.

**Responsibilities:**

* To provide general administrative support for the Home Services department.
* Develop and maintain electronic filing systems.
* Digitalise hardcopy papers into electronic Microsoft SharePoint filing systems.
* Proactively support and administer duties of the department with and as required of your line manager
* Carry out administrative duties such as filing, typing, copying, scanning etc.
* Support data input into the charities Customer Records Management (CRM) system
* To provide friendly and informed customer service support to the Home Services Service Users as well as telephone, face-to-face and email enquirers
* Assist in the preparation of regularly scheduled reports.
* Handle sensitive information in a confidential manner.
* Develop and update administrative systems to make them more efficient.
* Develop, produce and analyse reports/data using the charities Charitylog CRM system
* To maintain centre supply levels by checking stock, notifying line manager as to replacement needs or placing orders as appropriate

**Principle Accountabilities:**

* Work closely and collaboratively with colleagues to provide an efficient and effective administrative service
* Participate in team meetings regarding service planning and provision to support the review of systems to ensure good practice
* Support the organisation in ensuring smooth governance of in house activities
* Inform the Line Manager of any specific and/or task related requirements and provide regular management reports in a timely manner
* Undertake specific tasks or projects to agreed quality standards and timeframes.
* Undertake any other duties as required by the Line Manager and/or Executive Team.
* Take responsibility for self-development on a continuous basis, undertaking on the job and external training as required.
* Accurately represent Age UK Portsmouth and ensure the values of Age UK Portsmouth are upheld at all times in carrying out their work.

**Person Specification**

**Skills, knowledge, and experience**

* Excellent administrative skills and attention to detail
* Good working knowledge of Internet Explorer, Microsoft 365 office suit and Microsoft Teams
* Working knowledge of office equipment i.e. printers and scanners
* Ability to manipulate data and produce accurate reports and information
* An understanding of the need to always portray a professional image
* Good interpersonal and listening skills
* Skilled organisational ability and the ability to be self-motivated
* Ability to work on own initiative and as part of a team
* An understanding and empathy towards the needs of older people
* An understanding of the need for confidentiality and a positive attitude to equal opportunities
* Good standard of oral and written communication skills

**Other Duties:**

You are required to undertake such other duties appropriate to the grade and content of the work as may reasonably be required of you. Therefore, the list of duties in this job profile should not be regarded as exclusive or exhaustive. Please note that, in consultation with you, Age UK Portsmouth reserves the right to update your job profile to reflect changes in, or to, your post.

**Diversity**

Age UK Portsmouth believes that everyone has the right to be treated equally and that the diversity of individuals and groups should be embraced, valued, and respected. Age UK Portsmouth is committed to eliminating any form of discrimination be it direct, indirect,harassment or victimisation, and to support his, Age UK Portsmouth has several policies that you should ensure you are familiar with and compliant to. All policies are available on Charity’s share drive. Any breaches may lead to termination of employment.

**Equal opportunities**

Age UK Portsmouth believes in the value and dignity of all people of all ages, and it is expected that all employees and volunteers will actively encourage and include such an ethos in all their work.

**Health and safety**

To comply with the employees’ responsibilities under the current Health and Safety at Work Act, to take reasonable care of their own health and safety and that of other persons who may be affected by their acts or omissions at work and to cooperate with the organisation in meeting its statutory duties.

To ensure the effective management of the safety, security and maintenance of any buildings, information systems, fittings and equipment under the control of the post holder.

**Data protection**

To comply with the principles of the General Data Protection Act, and to always give due regard to confidentiality of personal information.

**Principal Attributes and Person Specification:**

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|  | **Desirable** | **Evidenced Through** |
| **Knowledge and qualifications** | * Evidence strong organisational skills
* Office environment and data management systems experience
* Administrative experience
* Experience of team co-ordination
* Understanding of Microsoft Office package
* Understanding of H&S & Equal Opportunities Policies
* Understanding of and ability to work with older people
* Enthusiasm for developing ‘not for profit’ charity
 | Application/CV Documentary evidence |
| **Skills** | * Good interpersonal, verbal, and written communication skills
* Ability to contribute to development of team processes
* Ability to work under pressure
* Ability to meet tight deadlines
* Basic office procedural knowledge and/or experience
* Willingness to give the role extra commitment
 | Application/CV Documentary evidence |
| **Experience** | * Experience of issuing and co-ordinating staff and customer messages
* Experience of regular studying and taking exams
* Work in social intergenerational community-style environment
 | Application/CV Interview References |
| **Personal Attributes** | * Self-motivated and able to work on own initiative Team player able to enjoy communication at all levels
* Clean driving license
* Own transport
* Local area knowledge
 | Interview References |