

JOB TITLE:	Administration Officer – Advice & Support
JOB PURPOSE:	To provide administrative and operational support across the Advice and Support department
ACCOUNTABLE TO:	Advice & Support Manager
RESPONSIBLE FOR:	This post does not carry line management responsibilities
LOCATION:	Taunton
TRAVEL:	The nature of the job will not normally require travel around Somerset or North Somerset. If it is required, then it is the post holder’s responsibility to provide a roadworthy vehicle. Travel expenses are paid at an appropriate rate.

PLEASE NOTE: This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances.

MAIN DUTIES:

Administrative and Operational Support

- Provide comprehensive administrative and operational support across the Advice and Support department to ensure smooth and efficient service delivery.
- Support the processing and coordination of referrals, enquiries and applications, ensuring accuracy and timely progression.
- Assist in maintaining effective communication with clients, carers, professionals and partner organisations to support access to services.
- Manage incoming and outgoing communications, including document handling and scanning.
- Support the administration of meetings, events and service-related activities.
- Prepare, collate and issue correspondence, information and resources to support service delivery.
- Create and maintain up-to-date, secure and efficient filing systems in line with the organisation’s processes, protocols and data protection requirements.
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Data Management, Reporting & Monitoring

- Support the collection, collation and accurate entry of service data, including activity levels, outputs and client outcomes.
- Maintain accurate and timely records on Charitylog and other organisational systems.
- Assist in preparing regular and ad hoc reports to support service monitoring, evaluation and funding requirements.

- Ensure all data is recorded, stored and handled in line with organisational policies and data protection legislation.
- Support the review and validation of data to ensure accuracy and completeness.

Outreach & Service Coordination

- Provide administrative support for the planning, coordination and scheduling of outreach sessions, including maintaining calendars, processing bookings, cancellations and changes
- Liaise with venues, staff, volunteers and partners to support smooth organisation of outreach delivery.
- Maintain accurate records of outreach activity, attendance and session delivery to support monitoring and reporting.

Collaboration & Relationships

- Work closely with the Advice and Support Manager
- Build and maintain good relationships with the wider team
- Foster and maintain good working relationships with relevant authorities, voluntary organisations and other key agencies.
- Work with due regard to disability awareness and equality of opportunity.
- Provide cover for colleagues during absence where required.
- Support volunteer-related administration and communication.

QUALITY:

- Ensure work is accurate, timely and meets organisational standards.
- Produce professional documentation in line with organisational standards.
- Comply with policies including safeguarding, data protection and health & safety.
- Contribute to quality assurance and continuous improvement processes.
- Ensure all requested tasks are delivered on time.

COMMUNICATIONS:

- Maintain clear and effective communication with colleagues and stakeholders.
- Develop positive working relationships internally and externally.
- Work in a way that promotes equality, diversity and inclusion.

FINANCE:

- To maintain accurate and up to date records of expenses incurred in carrying out this role and present valid records of expenses, with receipts as necessary, on a monthly basis.

GENERAL

- To maintain the standards required by the organisation's Code of Conduct
- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy
- Comply with the Data Protection Policy and Guidelines for staff and volunteers
- Deliver excellent customer service to all service users and stakeholders.
- Attend training and development opportunities as required
- Represent the organisation at meetings, conferences and events where appropriate
- Undertake any other duties as requested by and agreed with your line manager

EQUAL OPPORTUNITY

- Age UK Somerset is committed to work towards equality of opportunity. The post holder will be expected to work within this context

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PERSON SPECIFICATION

Administration Officer – Advice and Support

Education / Training

Essential:

- Good standard of general education (including English and Maths or equivalent)

Desirable:

- Qualification or training in administration, customer service or data management
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Knowledge / Experience

Essential:

- Experience in an administrative role within a customer-facing environment.
- Experience of data entry, record keeping and database management.
- Experience producing reports or working with data for monitoring.
- Strong IT skills, including Microsoft Office (Word, Excel, Outlook).
- Experience handling enquiries via telephone, email and written communication.

Desirable:

- Experience of Charitylog or similar CRM/database systems.
 - Experience within advice services, health, social care or voluntary sector.
 - Understanding of older people's needs.
 - Knowledge of safeguarding, confidentiality and data protection.
 - Experience coordinating appointments and bookings
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Skills and Abilities

Essential:

- Excellent organisational skills
 - High level of accuracy and attention to detail
 - Excellent communication skills, both verbal and written.
 - Professional and customer-focused approach, with strong interpersonal skills
 - Ability to work independently and collaboratively.
 - Ability to use initiative and solve problems effectively.
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Personal Attributes

Essential:

- Empathetic, patient and non-judgemental.
 - Flexible and adaptable approach.
 - Commitment to high-quality service delivery.
 - Ability to maintain confidentiality and handle sensitive information.
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General Requirements

Essential:

- Commitment to organisational aims and values.
- Commitment to equality, diversity and inclusion.
- Willingness to undertake training and continuous development.