

Age UK Sunderland

Job Description

Post: **Essence Service Administration Assistant**
Location: **Doxford Park**
Responsible to: **Essence Service Manager**

Job Purpose

To undertake all administrative duties related to the Essence Service.

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- Act as a first point of contact for service users and carers.
- Answer telephone and reception enquiries from the general public.
- To provide a comprehensive triage service to clients resulting in appropriate signposting/level of service.
- Booking and setting up activity rooms for internal and external users.
- Cash handling, issue of receipts and recording all payments received.
- Ordering of stationery and monitoring stock.
- Filing, photocopying and word processing as required.
- Stamp and record all incoming mail and despatch to staff members and ensure that all outgoing mail is processed accordingly.
- Be responsible for updating information database/Charitylog.
- Act as administrative support to the Essence Manager and the staff team (including management of calendars, minute taking, updating website and social media posts)
- Book Essence Lifestyle appointments.
- Maintain and update leaflet displays and monitor stock.
- To abide by all policies and procedures of AUKS, including good awareness of GDPR & AUKS's Health & Safety Policy.
- To undertake all reasonable tasks in keeping within the level of responsibility of the post as requested by your Line Manager or the Chief Executive Officer.

This post is subject to a Disclosure & Barring Service (DBS) Enhanced check.

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Person Specification

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Essential Criteria:

- Excellent communication skills, both written and verbally.
- Experience of coordinating staff calendars
- Good Customer Service Skills
- Ability to work on own initiative
- Extensive Word processing/Excel processing, database and social media experience.
- Good experience of filing, scanning and photocopying.
- Sound experience of cash handling and banking.
- A need to be self-motivated and the ability to work without constant supervision and as part of a team
- Willingness to undertake training courses involving the duties of the post.
- An understanding of the needs and aspirations of older people.

Desirable Criteria:

- Experience of supporting people living with dementia and carers.