



## J O B   V A C A N C Y

### Front Door Administrator

**12 Month Fixed Term Contract (Maternity Cover)**

**35 hours per week, £22,222 per annum**

Our Front Door social prescribing model provides low level community based support for older people with a focus the preventative agenda. This means that older people will receive the right support, in the right place at the right time receiving information, early interventions and flexible low-level community-based support to those who do not require intensive or specialised care from statutory services.

The service acts as a conduit to community infrastructure support and assets. The aim of the programme is to increase life expectancy by empowering older people through effective care navigation, working to maximise independence, self-care, wellbeing and reduce social isolation.

We are looking for highly organised, self-motivated, flexible administrator to provide an administrative service to our busy Front Door team. The administrator must be able to demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality at all times. The administrator will record relevant client documentation on IT systems and will be in contact with clients in order to analyse their outcomes for reporting and evaluation purposes. The role also includes an element of support in information analysis. The administrator will also be responsible for signposting and making referrals to other services and organisations when appropriate.

The successful candidate will be proficient in IT packages and be prepared to learn new software packages, as well as have the ability to maintain various databases and support the analysis of the information collated to support the Front Door team. The successful candidate must be able to communicate effectively with team members, key partners and clients to ensure a smooth delivery of the front door service.

A good standard of education and sound understanding of data protection and GDPR is required with a willingness to undergo further training and development. The successful candidate must be able to manage a busy workload and priorities effectively. The successful candidate will also have an understanding and empathy of the needs and aspirations of older people.

***This post is subject to DBS Enhanced Disclosures***

To request an application pack for this post please email [enquiries@ageuksunderland.org.uk](mailto:enquiries@ageuksunderland.org.uk) or download one from our website at [www.ageuksunderland.org.uk](http://www.ageuksunderland.org.uk) Alternatively send a large SAE for 93p to Age UK Sunderland, Bradbury Centre, Stockton Rd, Sunderland. SR2 7AQ. Tel: 0191 5141131. **CV's are not accepted and will be shredded immediately upon receipt.**

**Closing date: Wednesday 4<sup>th</sup> March 2026 at 9.00 am  
Interview date: Tuesday 10<sup>th</sup> March 2026**

Age UK Sunderland is an Equal Opportunities Employer  
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