

## Job Description

**Post:** Front Door Administrator

**Responsible to:** Front Door Manager

**Location:** Bradbury Centre, Stockton Road, Sunderland

**Hours:** 35 hours per week

**Salary:** £22,222 per annum

### **Key working Relationships**

- AUKS FD Service staff
- Sunderland City Council
- Primary care
- Statutory and Community VCS providers
- Older people
- Carers and Carer Organisations
- Other clinical and non-traditional provider groups as required

### **Purpose of the post**

The FDS Administration Assistant will undertake administrative duties related to the FDS team. The post holder will support the FD work across 5 Sunderland localities, many older people have support needs and the service focuses on practical support via social prescribing to encourage the utilisation of services within the local communities.

### **Key Responsibilities**

The post holder will be an excellent communicator and develop a wide knowledge of the services offered by non-traditional providers in the Sunderland area. The post holder will require strong organisational and administrative skills, must be flexible in approach, able to exercise initiative and demonstrate a consistently high standard of professionalism, being aware of the need for confidentiality and integrity.

### **Tasks:**

- Provide general administration support to the FDS Team
- Record relevant client documentation on identified IT systems as required

- Contact clients in order to analyse client outcomes via the Outcome Star or other client feedback to establish the impact the FDS has had on the client for reporting and evaluation purposes
- To signpost and make referrals where appropriate to other organisations.
- Provide information to support any quality assessments or inspection frameworks as and when required.
- To develop and maintain links with other relevant organisations in the City.

### **Information and Data**

- To be proficient in using Microsoft office packages and other identified IT systems and support other team members in their use
- To record relevant client documentation on identified IT systems as required
- Facility for learning new software packages which may be in continued development
- Maintain Excel, CharityLog and other databases to input clients' engagement
- Support completion of client referrals, record electronically and feedback to team members
- Support input of KPI service targets
- Extract caseload information from the client database as required, and support the analysis of caseload information for audit and performance management purposes, including running reports
- Input data onto the client information management systems to update client details, and periodically use reports to ensure client details are correct in line with GDPR
- Be responsible for updating the electronic service directory on a regular basis, sourcing referral criteria and ensuring these are accessible to all relevant parties in line with General Data Protection Regulation (GDPR) requirements

### **Client Support**

- Ensure older people's requirements are managed smoothly with no fragmentation in service delivery.
- Ensure appropriate actions from referrals to the service are completed in a timely fashion
- Communicate with members of key partners and FD staff as required
- Communicate effectively with older people and their families/carers, other staff both internal and external and members of the public.

### **General**

- The post holder must at all times carry out duties and responsibilities with due regard to the organisations' equal opportunity policies and procedures.  
The post holder must at all times respect client confidentiality and, in particular, the confidentiality of electronically stored personal data in line with the requirements of GDPR ensuring that there is no breach of confidentiality as a result of his/her actions.
- The post holder will be expected to take responsibility for self-development on a continuous basis, undertaking on-the-job training as required.
- The post holder must be aware of individual responsibilities under the Health and Safety at Work Act, and identify and report as necessary any untoward accident incident or

potentially hazardous environment being aware of and responsible corporately and as an individual for Health and Safety policy.

- The post holder will ensure they accurately represent Age UK Sunderland and ensure the values of Age UK Sunderland are upheld at all times in carrying out their work
- The post holder must work in general accordance with the organisation's policies and guidelines at all times.
- To abide by and implement all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health and Safety policy.
- To abide by Age UK Sunderland's safeguarding policy and organisational alerter process.

This job description is intended as a guide to the main responsibilities of the post and not as an exhaustive list of duties and tasks. The post holder may be required to undertake other duties appropriate to his/her grade, which are not listed above, at the direction of his/her manager/Chief Executive Officer. The job description may be amended from time to time after consultation with the post holder.

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



## Person Specification

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### Essential Criteria

- Good standard of education
- Extensive experience of administration
- Experience of working within a team environment
- Experience in the use of databases
- Good IT skills with the ability to use MS Office in particular Word & Excel
- Good communication skills
- Understanding of and empathy with the needs and aspirations of older people
- Ability to manage a busy workload and prioritise effectively
- Knowledge of current issues around older people
- Ability to work on own initiative
- Good telephone manner
- Ability to work as part of a team
- A flexible approach to work
- Knowledge of Data Protection and GDPR
- Willingness to undergo further training or development
- To abide by and implement all policies and procedures of Age UK Sunderland, including being aware of and responsible corporately and as an individual for Health and Safety policy.

### **Desirable:**

- Experience of working in the voluntary sector