

Age UK Sunderland

Job Description

Post: Lifestyle Administration Assistant
Reporting to: Lifestyle Co-ordinator
Location: Bradbury Centre

Job Purpose:

To undertake all administrative duties related to the Lifestyle Service.

Job Description:

- Provide general administration support to the Lifestyle Co-ordinator
- Accurately and efficiently set up and input Lifestyle data into databases/Charity Log and other Microsoft Office software
- Ensure all data is kept up to date and entered into databases and other software systems in a timely manner
- Deal with daily telephone, email and face to face enquiries and issues
- Data input of client information and produce weekly timesheets
- Organise worker and client visits using agreed team availability
- Supply accurate information to line manager to support monitoring and reporting
- To be able to meet deadlines given by line manager
- To be able; to refer into other AUKS services
- To perform any other duties as requested by the Director

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 General Data Protection Regulation (GDPR).
- 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 their responsibilities under the Health and Safety at Work Act both corporately and as an individual, and identify and report as necessary any untoward accident incident or potentially hazardous environment.
- 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.

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 the Director. 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).

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Person Specification

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Essential Criteria:

- A good standard of education
- Substantial experience of administration
- Experience in the use of databases
- Good IT skills with the knowledge and skills required to effectively use Microsoft Office Applications, in particular, Word, Excel, Outlook and PowerPoint
- Good verbal and written communication skills
- Ability to work on own initiative, prioritise workload, and highly organised
- Good telephone manner
- Ability to work as part of a team
- Ability to deal with sensitive issues
- Knowledge of GDPR/Data Protection
- Understanding and empathy of the needs and aspirations of older people
- Ability to problem solve

Desirable:

- Experience of working in the voluntary sector