



JOB DESCRIPTION

Job Title:	Help at Home Administrator
Location:	Godalming Regional Office (opportunity to work remotely).
Band:	6
Working Hours:	Full time Monday-Friday 0900 - 1700
Salary:	£20,400 Per annum.
Reporting to:	Regional Coordinator

Job Summary:

Help at Home is a paid for, not for profit service, which enables older people to remain independent in their homes longer, by providing practical help around the home, shopping and companionship via our wonderful team of self-employed Home Helps, as well as signposting the whole range of free services delivered by the Charity.

Your role will be to work directly with the Regional Coordinator, providing administrative support and acting as a key point of contact for clients and their families, Home Helps, our self-employed Gardeners, other Age UK Surrey departments and external support services.

Key Responsibilities:

- Communicate daily by phone/email with existing and potential clients, their families, statutory authorities and voluntary organisations to explain and promote the Help at Home service, on-boarding new clients via a comprehensive assessment of needs process and passing on queries/requests to other Age UK Surrey departments in a timely and efficient manner.
- Listen carefully and sympathetically to clients, resolve their queries where possible, or refer to the Regional Coordinator or Help at Home Manager as appropriate.
- Create and place adverts to recruit Home Helps (HH's) and Gardeners. Deal with enquiries from prospective HHs and Gardeners; send out information sheets, application forms, follow up on references and other associated administration tasks.

- Maintain the central database records for clients, HH's and gardeners, adhering to GDPR at all times.
- Schedule appointments and interviews for the Regional Coordinator, keeping the total mileage wherever possible to a minimum e.g. by grouping visits by area.
- Regularly monitor customer satisfaction by telephone. Record the results and take action on adverse comments as necessary.
- Assist the Regional Coordinator in assigning HHs and gardeners; arrange replacement HHs or Gardeners when required and cover for clients where HHs or gardeners are temporarily unavailable.
- Assist the Regional Coordinator in following up on unpaid invoices and resolve issues in a timely and organised manner.
- Occasionally visit a client to provide cover for the Co-ordinator or accompany the Co-ordinator to assess a client.
- In the event of an emergency, undertake food shopping on behalf of a client.
- Work in strict accordance with all Age UK Surrey departmental policies and procedures - ensuring service quality standards, data protection, safeguarding, client welfare and health and safety requirements are met, with any concerns immediately reported to the Regional Coordinator or Help at Home Manager.
- Carry out any other duties as requested by management for the efficient running of the organisation and wellbeing of our clients and self-employed HH's and Gardeners.

Person Specification:

Experience/Knowledge	Essential	Desirable	Selection Criteria
Administration in a process driven, fast paced environment, with the ability to prioritise your workload.	✓		
Track record of successfully working with the senior generation and an awareness of their general needs and unique challenges, including hearing impairment		✓	
Technical Skills and abilities			
Excellent communication skills both written and verbal with the ability to engage	✓		
Excellent organisational and methodical approach.	✓		
Proficient in Microsoft Word, Office 365, Excel and Microsoft Teams and using client record databases	✓		
Good time management and planning skills			
Personal Qualities			
Resilient, compassionate and empathetic to the needs of the senior generation.	✓		
Ability to work unsupervised and maintain professional standards	✓		
Keen to learn and improve your own performance	✓		
The ability to work both independently and within a team	✓		
Personable, professional, approachable manner and Smart appearance	✓		
Willing to go the extra mile to help fulfil Client needs and expectations	✓		
Flexible and adaptable with a can do attitude.	✓		
Use of own car and the ability to travel throughout Surrey if necessary for meetings and training, although general travel requirements limited.	✓		