

JOB DESCRIPTION

Title:	Home Support Administrator
Location:	Cwmdu Industrial Estate, Carmarthen Road, Swansea, SA5 8JF
Hours:	18 hours per week
Salary:	£8,424 Per Annum (£9 an hour)
Contract type:	Fixed term until 31 March 2022 (renewal dependent on funding)
Start date:	4 th January 2021
DBS:	This role is subject on a Basic DBS & Adult Barring Check
Line Manager:	Chief Officer

About Age Cymru West Glamorgan

Age Cymru West Glamorgan is a local Charity promoting wellbeing, helping people to age well and live independently

Age Cymru West Glamorgan Values:

Centred - We put older people at the heart of everything we do; ensuring our services are relevant and appropriate.

Adaptive - We see the individual, delivering person-centred, quality assured and outcome focused services.

Responsive – We listen, learn and take action based on client feedback.

Efficient – Donations are a gift; we constantly strive for efficiency and effectiveness to make sure nothing is wasted.

Main Purpose of the Post

To provide administrative support to the Home Support Team, answering client queries and scheduling/rotas using our digital rota software. This role will involve working in a busy team coordinating work between subcontracted suppliers and employed staff. You will join a brand-new team to implement a new direction for the service.

The successful applicant will need to be driven, able to manage a busy workload and adaptable.

Key Responsibilities

1. To take enquiries from clients by email/telephone and referral to the appropriate internal service via our CRM 'Charitylog'.
2. To schedule Home Support appointments using our Charitylog rostering system.
3. To supply processed/checked invoices to the Finance Team as part of the payment process for suppliers.
4. To deal with complaints and compliments online with the relevant procedure.
5. To coordinate Home Improvement enquires and distribute them to our team of subcontractors.
6. To administer the subcontracted services including issuing contract templates and ensuring copies of insurances are held/in date.
7. To accurately maintain our Excel spreadsheet tracking the various stages of Home Improvement work, from initial quote to payment.
8. To take payment by card over the phone.
9. To maintain accurate records at all times using digital record keeping.
10. To undertake any other administrative tasks required to deliver the role.
11. To work flexibly to meet the demands of the role.
12. To maintain client confidentiality in accordance with Age Cymru West Glamorgan's policies and procedures.
13. To implement the organisation's Safeguarding Policy and all other policies that protect staff, clients and volunteers.
14. To ensure the service is delivered in accordance with the ACWG Equal Opportunity and Anti-Discrimination Policies and Procedures.
15. To engage in regular supervision with the Chief Officer.

Please note this is a description of the duties of the post only and is subject to amendment at the discretion of the Chief Officer and Board of Trustees. These will be notified to you, giving you one month's notice in writing.

“Committed to Equal Opportunities”

Person Specification

Requirements for the Safe and Effective Performance of the Role

Education Qualifications	<ul style="list-style-type: none">- Good standard of education to at least GCSE or NVQ equivalent and suitably qualified to undertake the tasks, or willing to undertake necessary qualifications.- Willingness to undertake further training and development as deemed necessary.
Technical Competence	<ul style="list-style-type: none">- Substantial experience of working with I.T. systems such as Microsoft Office 365 and other cloud based packages.
Essential Knowledge Experience	<ul style="list-style-type: none">- Experience working in administration and/or a customer service role directly with the public.- Confidence in complying with money handling procedures/controls- Confident in using and adapting to IT systems.
Desirable Knowledge Experience	<ul style="list-style-type: none">- Experience of working within the Voluntary Sector.- Experience in a coordinating position in the social care/cleaning sector.- Experience creating rotas/work schedules- Understanding of the role of the voluntary sector.- Understanding of the needs of clients with disabilities- Understanding of the needs and pressures of carers-- Understanding of the changing needs of older people

Skills & Abilities	<ul style="list-style-type: none"> - Excellent interpersonal skills. - Excellent communication skills both verbally and in writing, along with the ability to adapt communication skills to all levels of staff, volunteers and clients. - Effective time management skills. - Excellent IT skills. - Ability to effectively manage a demanding and ever-changing workload. - Ability to operate effectively as part of a team and on own initiative. - Ability to be self-reliant and to portray a professional image at all times. - Ability to respond positively to any changes in the working environment. - Ability to be flexible and to operate at any venue depending on the needs of the business. - Ability to work outside normal office working hours. - Ability to speak Welsh is highly desirable.
Commitment To Equal Opportunities	<ul style="list-style-type: none"> - A commitment to an effective understanding of and compliance with the organisations Equal Opportunities and Anti-Discrimination Policies and Practices. - A commitment to ensuring that all activities function in accordance with the ACWG's commitment to all Equal Opportunities and Anti-Discrimination practices. - A commitment to understanding how such policies and practices affect Clients and staff.
Commitment to continuous Professional Development	<ul style="list-style-type: none"> - To undertake further training and development in-line with the needs of the developing role.
Method of Travel	<ul style="list-style-type: none"> - A qualified driver with use of a vehicle for work, or the ability to travel within the region within which ACWG operates in an efficient and most cost-effective manner (Essential). - Full UK driving license, access to own vehicle and notify insurance provider to cover business use during working hours.
Special Requirements	<ul style="list-style-type: none"> - None.