

**JOB DESCRIPTION**

**Post: Support at Home Administrator**

**Responsible to: Support at Home Team Leader**

**Key Relationships: Other staff working in the Support at Home Team**

**Customers within the Support at Home Services**

**Other services within Age UK Wigan Borough**

**Salary: £12.30 per hour**

**Hours of work: 37 hours per week**

**Note:**

* **This job is subject to Disclosure & Barring Service (DBS) disclosure procedures**

**Purpose of this Post**

To provide day-to-day administration for the Support at Home service, which currently consists of Home Help (cleaning and domestic tasks within the home for older people) and Handyperson (practical jobs in the home) but is planned to grow to incorporate additional services.

**Main Responsibilities of this Post**

* To support the day-to-day operation of the service, ensuring a fast and flexible response is provided.
* Book in and allocate work to staff on the team.

**Key Duties & Responsibilities**

1. Receive incoming calls and direct to the appropriate parties or take messages, and check for voicemails, make outgoing calls if required.
2. To ensure that staff are allocated work and rotas are kept up to date, using Charitylog including re-allocating rotas due to staff holidays and or sickness cover.
3. Monitor daily rotas and update and amend if required, using a live update calendar.
4. To ensure that accurate records are kept using our Charitylog database and maintain other data using files within ‘Sharepoint’.
5. Add new customer visits and new Home Help plans using Charitylog when required.
6. Reconcile weekly financial reports and take card payments for work done over the phone.
7. Provide monthly report to Senior Management Team for ‘Quality and Monitoring’ of the service.
8. To Supervise and direct volunteers within the service who work both in an administrative and to assist Handypersons.
9. Administrative support to Assistant Team Leaders and Team leader when required.
10. Maintain stock levels of all service literature.
11. To take a holistic approach when working with older people and refer/signpost individuals to other agencies and Age UK Wigan Borough services as appropriate.
12. To undertake other administrative tasks as necessary to for the effective running of the Support at Home service.
13. To support the organisation to fulfil its responsibilities under Health and Safety. You may be asked to take on roles such as First Aider, Health and Safety representative or Fire Marshall for which appropriate training will be given.
14. To participate in Age UK Wigan Borough promotional events as required.
15. To work within all the guidelines, policies and procedures as set out by Age UK Wigan Borough.
16. To attend Induction, Training and any Staff Meetings as and when required.
17. To carry out any other duties as may be requested which are consistent with the duties and responsibilities of the post.

**AGE UK WIGAN BOROUGH**

**PERSON SPECIFICATION – Administrator, Support At Home services**

**BASED AT Age UK Wigan Borough**

Please ensure that you show how you meet each of the following requirements

when completing your application form.

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|  | **ESSENTIAL** | **EVIDENCE** |
| **Knowledge and Experience** | | |
| **1.** | Experience of working with older people | Application form  Interview |
| **2.** | Experience of working in a busy office environment. | Application form  Interview |
| **3.** | Knowledge of office systems and procedures. | Application form  Interview |
| **4.** | A clear understanding of the need for confidentiality, discretion and diplomacy | Application form  Interview |
| **Skills** | | |
| **1.** | High level proficiency in computers and common office software applications, in particular Microsoft Word, Outlook and Excel | Application form  Test |
| **2.** | Ability to accurately record information, showing attention to detail | Application form  Test  Interview |
| **3.** | Excellent phone manner showing empathy and patience with older people who may be distressed | Application form  Interview |
| **4.** | Excellent time management skills and the ability to prioritise a heavy workload | Application form  Test  Interview |
| **5.** | Good written, numeracy and verbal skills | Application form  Interview |
| **General** | | |
| **1.** | Demonstration of the Age UK Wigan Borough PRIDE values: Person-centred, Respectful, Innovative, Dynamic, Empowering | Application form Interview |