

**Action for Carers Surrey (ACS)  
JOB DESCRIPTION**

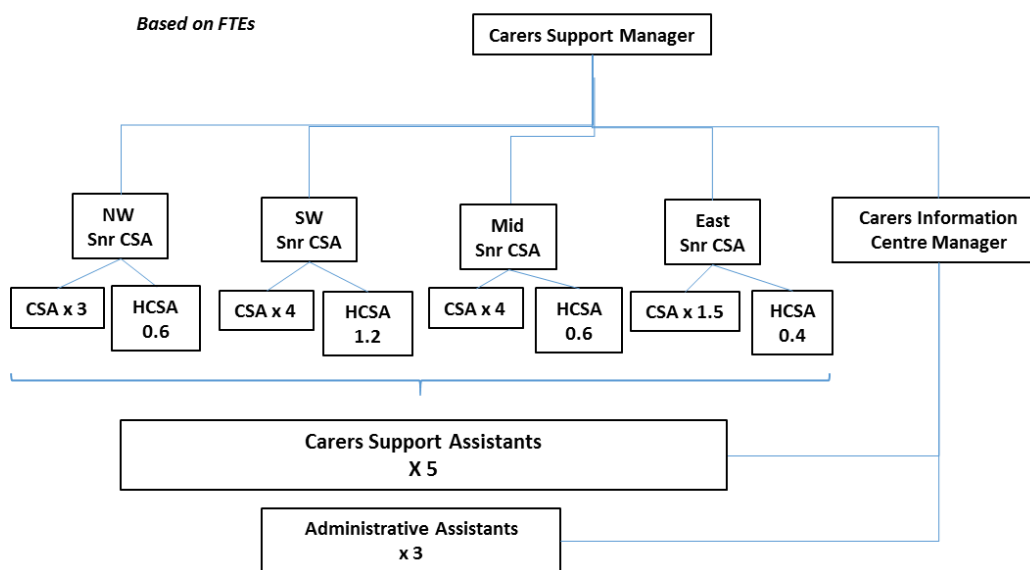
Date created/updated	30 Jan 17
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<b>Job Title</b>	Administrative Assistant
<b>Service</b>	Carers Support
<b>Reporting to</b>	CIC Manager

**Scope & Accountability**

Direct reports: 0  
Headcount: 0  
Budget: 0

**Organisational context**



<b>Hours</b>	Full time (36 hours per week) or part time (18 hours per week)
<b>Pay scale</b>	18,001 – 18,723 (full time)
<b>Location</b>	Guildford

**Job purpose**

As part of the Carers Support Service Administrative team, to provide administrative support to the Service as a whole. This includes providing cover for other team members in their absence.  
To be aware of the purpose and scope of ACS and the aims and objectives of the organisation.

**Responsibilities**

**Events and training**

- a. Research, organise and service focus groups, forums /conferences and training events including note taking, arranging venues ensuring provision of suitable facilities, risk assessments, stationery and refreshments, and attendance when necessary.
- b. Manage invitation, confirmation and stages of response from carers regarding for activities /events.

- c. Assist with carer awareness work including mailing out information/newsletters/ consultation documentation to carers, updating web pages.
- d. Process invoices in line with policy.
- e. Assist with internal room and loan equipment bookings and maintain records.

**Database**

- f. Assist in the recording of new referrals including acknowledgement letters, input to database, creating and scanning to electronic files.
- g. Assist in maintaining CS mailing list and any other relevant databases including inputting and retrieval of data, mailing labels and lists as required.

**Administration**

- h. Deal with post and email from carers and professionals, redirect enquiries as appropriate and record details as required.
- i. Make up information packs as required.
- j. In liaison with ACS general admin, participate in administration and maintenance of staff Check In Systems.
- k. Maintain stocks and updates of information resources.

**General**

- l. Provide cover for colleagues during holiday and other absences.
- m. Attend and pro-actively contribute to team meetings, individual supervisions with line manager and internal communication meetings.
- n. Attend mandatory and other training identified by ACS.
- o. Provide equality of delivery regardless gender, gender identity, marital status, sexual orientation, race, colour, nationality, religion, age, disability, HIV positivity, working pattern, level of caring responsibilities or political beliefs.
- p. Ensure all work with carers meets current legislative requirements, good practice and is line with ACS policies and procedures, in particular to understand the responsibilities in the role in relation to safeguarding and in relation to confidentiality.
- q. Undertake any other duties as appropriate and commensurate with the grading of the post.
- r. Work in accordance with the ACS Code of Conduct, policies, standards and procedures of ACS.

**Person Specification**

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
1. Appropriate MS Office qualifications or be able to demonstrate/provide evidence of competence with MS Office in particular Word, Outlook, Excel and Internet	Essential	
2. Minimum GCSE English grade C – or equivalent	Essential	
<b>Skills, Experience &amp; Knowledge</b>		
3. Demonstrable administrative experience in any sector	Essential	
4. Experience of working in a charitable or voluntary organisation		Desirable
5. Experience of handling a variety of enquiries and callers in a busy environment	Essential	
6. Knowledge and experience in the use of Microsoft Word, Outlook & Excel, and of databases	Essential	
7. Experience and competence in event administration	Essential	
8. Awareness and understanding of the issues facing carers	Essential	
<b>Personal qualities</b>		
9. Good and sensitive telephone manner with effective written and verbal communication skills	Essential	
10. Ability to develop and maintain professional relationships with clients and professionals	Essential	
11. Effective organisational, time management and multi-tasking skills	Essential	
12. Ability to collate logistical data in a methodical manner and to evaluate this information	Essential	
13. Ability to demonstrate sensitivity in all circumstances and to be able to empathise and communicate well	Essential	
14. An ability to be flexible as part of team working but also to be able to work on own without direct supervision	Essential	
<b>Specific requirements of the post</b>		
15. Post will be based in Guildford but the post holder may on occasions be required to travel to meetings at other locations	Essential	
16. Driving licence and access to use of vehicle	Essential	
<b>Other</b> - none		