

ACTION FOR CARERS (SURREY)

JOB DESCRIPTION FULL TIME SENIOR ADMINISTRATOR

POST:	Senior Administrator
WORKING HOURS:	36 hours worked Monday – Friday to cover 9am-5pm
SALARY:	£20,978
LOCATION:	This post will be based in our Burpham office but you may on occasions be required to travel to meetings at other locations.
LINE MANAGED BY:	Surrey Young Carers Manager

JOB PURPOSE: To line manage Surrey Young Carers (SYC) administrative team, providing an overview of the administrative and support systems to the SYC Managers and ACS Office Manager. To be aware of the purpose and scope of Action for Carers (Surrey), and assist with all administrative and office duties in keeping with the aims and objectives of the organisation.

MAIN DUTIES AND RESPONSIBILITIES:

1. To understand and implement policies, standards and procedures of Action for Carer Surrey
2. Provide line management responsibility to Surrey Young Carers Administration team, including administration meetings, annual appraisal and supervision sessions, per policy. To monitor quality and consistency of administrative service delivered to staff, professionals, families and young carers.
3. To ensure that administrative duties are correctly prioritised and deadlines are met. In liaison with HR Manager coordinate administrative recruitment and cover during periods of admin staff absence and annual leave.
4. To deal with telephone calls, post and email and to handle enquiries from carers and professionals with courtesy and sensitivity. To signpost to relevant sources of help recording details as required in accordance with office procedures.
5. To provide minutes at SYC team meetings as directed by the SYC Manager.
6. In liaison with Office Manager, maintain the SYC and Young Adult Carer database including inputting and retrieval of referral data and provision of reports, mailing labels and lists as required.
7. In partnership with Participation & Engagement Coordinator, organise the mail out of the quarterly SYC magazine.
8. To ensure information, scanning and forms on the SYC shared server are maintained and updated as required.
9. Ensure the filing system for storage of all information is efficient and filing is carried out on a regular basis. To arrange for archiving and storage of documentation and equipment as required and in accordance with our policies and procedures.

10. In liaison with Administration Team provide and update check-in for SYC staff lone working within core office hours. Ensure outlook, events and check-in calendars are regularly updated by SYC team and the check-in phone line is manned during office hours.
11. Ensure petty cash, stationary, photocopier and kitchen supplies are maintained efficiently.
12. Maintain stock of information leaflets and ensure these are regularly updated and new leaflets obtained. Compile initial visit and welcome packs for distribution and use by SYC staff.
13. To attend and contribute at team meetings, supervision, operational administration meetings, area meetings and core ACS/SYC training.
14. To undertake any other duties as may reasonably be agreed with the Manager of Surrey Young Carers.

SENIOR ADMINISTRATOR PERSON SPECIFICATION

EXPERIENCE:

1. Previous Administrative experience in the voluntary, public or commercial sectors.-
Essential
2. Experience of providing line management support to staff or volunteers: **Essential**
3. Experience of monitoring, recording and managing targets and deadlines for staff **Essential**
4. Experience of working within a team to an agreed framework: **Essential**
5. Experience of note taking at internal meetings: **Essential**

KNOWLEDGE:

6. Understanding of Disability Rights, Carers Rights and Child Safeguarding legislation:
Desirable
7. Awareness of issues surrounding Young Carers: **Essential**
8. Understanding of health and safety requirements in relation to supporting a staff team who work with children and young people: **Desirable**

QUALIFICATIONS:

9. Appropriate qualifications in typing / word-processing /computing/business administration which will demonstrate competence in computer skills: **Essential**
10. A good standard of literacy and numeracy - GCSE English & Maths: **Essential**
11. Evidence of professional development in the course of his/her career (including any other courses or training undertaken): **Desirable**

ABILITIES:

12. Ability to communicate effectively with colleagues, professionals and families: **Essential**
13. Ability and commitment to working as part of a team: **Essential**
14. Ability to use own initiative, to plan own work and to work without direct day to day supervision: **Essential**
15. Ability to respect and work within an Equal Opportunities framework and the Confidentiality policy of Action for Carers Surrey: **Essential**

KEY SKILLS

16. Computer literacy, with proven experience of MS Office packages, in particular MS Word, MS Outlook, MS Excel and Internet: **Essential**
17. Knowledge and Experience in the use of Microsoft Access, database input and report extraction: **Essential**
18. Effective written and verbal communication skills: **Essential**
19. Effective organisational and time management skills: **Essential**
20. Knowledge of basic computer administration: **Essential**

PERSONAL QUALITIES:

21. Friendly and approachable: **Essential**

OTHER:

22. A current driving licence and ability to travel around Surrey: **Desirable**