



Job Description

Bedford Locality Administrator

- Job Purpose** To support the work of the Bedford Locality Team
- To work with colleagues to develop and maintain administrative systems supporting Carers in Bedfordshire's work
- Job Context** *Carers in Bedfordshire* is a registered charity that is governed by Carers for Carers. Its work is to ensure Carers are properly valued and supported by the government and the community, thus enabling them to perform their caring role as effectively, safely and happily as possible.
- Post Type:** 10 hours per week, worked over a minimum of 2 days, to include Friday, (Friday hours ideally 9 am to 2 pm). Occasional evening and weekend working required. Additional hours may be available subsequently, by mutual agreement
- Salary:** Grade 2b, Starting Salary £17,945 FTE, pro-rata for part-time hours
- Manager:** Adult Carer Support Coordinator, Bedford Locality
- Location:** Sandland Court, Brickhill Drive
The role requires occasional working at Carers in Bedfordshire's other offices
- Working from Home/using remote access to work:**
Your entitlement is:
In adverse weather and/or exceptional circumstances and/or extreme situations you may work from home for no more than 2 days consecutively.

Duties and responsibilities

- Answer the phone to carers, volunteers and professionals, in a timely and efficient manner, ensuring communication is clear and friendly; supplying information, directing callers to the appropriate person, advising on staff member's availability and/or taking messages.
- Participate in First on Phones rota weekly
- Welcome and greet visitors to Brickhill Drive, including carers and other professionals.
- Taking customer payments for 'paid for' activities
- Support Bedford Locality Lead and locality support workers with a variety of tasks including sending reminders via email and text for scheduled groups and updating group attendance information on our client database, Salesforce, scheduling group outcomes monitoring on a quarterly basis
- Ensure the locality groups programme is up-to-date and available prior to each quarter
- Update leaflets each quarter for distribution within Bedford locality
- Gather information for quarterly reporting to Commissioners
- Make and take appointment bookings and confirmations for our Relaxation Therapy team

- Support production of the Bedford locality training programme, including scheduling programme with Locality Lead, liaising with trainers, booking training room and ensuring IT is available, advertising training and ensuring it is up to date on website, booking interested carers onto programmes, setting up room, reminding delegates prior to training, ensuring registers and evaluation forms are available on the day, meet and greet attendees and trainers
- Support admin volunteers to undertake work within the admin office as required
- Register carers for our services, including preparing and sending welcome packs, entering information onto Salesforce and liaising with support workers to ensure new referrals and referrers are responded to promptly
- Work together with administrators and colleagues to ensure all administrative duties are carried out. This may include but not be limited to: taking bookings for Carers Café appointments; coordinating transport; preparing materials for activities or events; checking answerphone and passing on messages; opening, distributing and franking post

Other responsibilities

- Ensure client records are fully maintained, including capturing and reporting on personal data, typing/scanning forms and other documents, ensure documents are filed securely
- Maintain, collect and present a range of information including statistics, in an appropriate manner using appropriate software including Word, Excel and Powerpoint.
- Process data appropriately ensuring confidentiality of information and compliance with Data Protection legislation and guidelines
- Maintain information systems are kept up-to-date including shared and personal calendars
- Monitor and maintain a safe and secure working environment at all times, in compliance with Health and Safety and other policies
- Participate in training and other organisational briefings and activities and maintain an up to date knowledge of carers' needs, Carers in Bedfordshire's services, safeguarding practice, etc.
- Attend regular supervision sessions and staff/team meetings
- Undertake such personal training as may be required to keep up to date and fulfil professional requirements
- Have a collaborative and flexible approach to work
- Carrying out other duties appropriate to the role and responsibilities as may be requested by Support Workers and Senior Managers of *Carers in Bedfordshire*.

Additional Duties:

It is in the nature of the work that tasks and responsibilities are, in many circumstances, unpredictable and varied. All employees are therefore required to work in a flexible way when the occasion arises, so that tasks which are not specifically covered by your job description are undertaken. These additional duties will normally be to cover unforeseen circumstances or changes in work and will usually be compatible with your regular type of work.



Person Specification Administrator(s)

| | Essential Criteria | Desirable Criteria |
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| 1. Qualifications | G.C.S.E or equivalent English Language and Mathematics | Vocational qualification in office or business administration or a related subject |
| 2. Relevant Experience | <p>Direct experience of a customer facing or service user facing environment</p> <p>Office administration experience, including supporting a team with a range of administrative duties</p> <p>Experience of working with vulnerable people and understanding of their needs; experience of working with people from diverse and/or difficult backgrounds</p> <p>Experience of using a client database to record, process and analyse client data</p> | <p>Experience of working within a social, community, youth or educational setting</p> <p>Experience of working with Carers and a good understanding of the issues they face</p> |
| 3. Skills, Abilities and Personal Qualities | <p>Understanding of and sensitivity to the needs and difficulties faced by carers and families affected by a caring role</p> <p>Excellent IT skills – extensive experience of Word, Outlook (email and diary), Excel and PowerPoint</p> <p>Excellent interpersonal skills, both face-to-face and on the telephone</p> <p>Sensitivity and empathy combined with a professional attitude to liaise and work with carers and professionals</p> <p>Excellent attention to detail and accuracy</p> <p>Ability to deal with a varied volume of work in a conscientious manner with accuracy, speed and efficiency</p> | A current first aid certificate |

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| | <p>Ability to prioritise workload to meet competing deadlines</p> <p>Able to work as an effective team member</p> <p>Use initiative; self-motivated</p> <p>Keen to learn and develop</p> <p>Ability to work without constant supervision</p> <p>Full understanding of and ability to maintain confidentiality</p> <p>Ability to problem solve and think on your feet</p> <p>Ability to collect statistics and produce reports</p> <p>Full clean driving license and access to a car with business insurance</p> | |
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