

Job Description

Job Title	Administrator – Maternity Cover
Contract	9-month FTC - Part Time
Hours	26 hours per week (across 4 days, finishing at 5.30pm)
Salary	£26,179.96 FTE (£15,566.46 pro rata for 22 hours per week)
Location	Our office is located at: The Red House, 119 Fore Street, Hertford, SG14 1AX. You may also be required to work at: • your home • At venues across the county
Reporting to	Administration Team Leader
Special conditions	• 3 months' probation period. • Supervision and training are provided • Full driving licence and access to a car. • A DBS will be required.

What is important to us?

We support and work with unpaid carers who live in Hertfordshire, or who care for someone who lives in this county, irrespective of the condition or illness of the person they support.

This role is based within the small, friendly admin team. All members of the team contribute to the smooth running of the organisation with enthusiasm, care and commitment.

Passionate

Kind

Carer-Led

Inclusive

Open

Resilient

The Role

1. PURPOSE OF THE ROLE

To provide an efficient, professional and responsive administrative support to members of the public in contact with the charity and to a variety of internal services as part of the wider Administration team. To work collaboratively with volunteers to ensure that their contribution enhances quality of service provision and support across the organisation. To maintain a positive and friendly image for the charity as the first point of contact for all incoming calls, emails and visitors to the office.

2. MAIN DUTIES AND RESPONSIBILITIES

- Provide comprehensive administrative support by answering incoming calls, identifying callers' needs and directing enquiries to the appropriate team or individual in a professional and helpful manner.
- Coordinate external event arrangements by booking venues, distributing event communications, preparing printed materials and organising refreshments as required.
- Maintain accurate and up-to-date electronic records using internal databases and systems.
- Prepare and send bulk communications to carers using electronic reports and internal databases, ensuring information is accurately formatted, clear and easy to understand.
- Develop and maintain effective working relationships with colleagues across teams to deliver an efficient and responsive administrative service.
- Manage day-to-day office administration, including printing, handling incoming and outgoing post, monitoring office supplies and handling general office enquires from all staff.
- Maintain a thorough understanding of the charity's activities and services to respond effectively to enquiries from callers and internal service users.
- Use electronic databases and relevant records to retrieve accurate information and support the timely resolution of enquiries.
- Manage up to 3 mailboxes responding to emails effectively and efficiently.
- Comply with Carers in Hertfordshire's policies, procedures when carrying out all duties and responsibilities.

This job description cannot cover every issue or task that may arise within the post at various times and the post holder will be expected to carry out other duties from time to time which are broadly consistent with those in this document. This job description does not form part of the contract of employment

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3. PERSON SPECIFICATION

You will be shortlisted on the basis of how you can demonstrate each of these competencies. The information included under each heading below should be used to guide what kind of evidence you use to show your suitability for the post.

a) Carer focused

- i. Listens attentively to identify priorities from complex carer situations
- ii. Is able to reflect back and summarise carers' concerns.
- iii. Communicates with carers using empathy and sensitivity.

b) Building Relationships and Influencing

- i. Demonstrates open, honest and approachable trustworthy behaviour.
- ii. Raises awareness of what unpaid carers do to all external contacts.

c) Collaboration and Co-operation

- i. Recognises the need to work as a team, asks for help and supports others, avoiding isolation.
- ii. Works towards common goals

d) Effective Communication

- i. Uses excellent questioning and active listening skills within all conversations.
- ii. Able to produce careful, methodical and clear records for important carer and professional conversations.
- iii. Provides accurate and high quality internal and external communication at all times.

e) Personal Resilience and Responsibility

- i. Displays a positive and professional attitude even in difficult situations.
- ii. Remains calm under pressure.
- iii. Is self-sufficient, a self-starter and self-motivated.
- iv. Displays a "can do" attitude.

f) Planning and Organising

- i. Can work autonomously and as a team, according to role requirements.
- ii. Work is detailed and organised, with the required explanations, to allow someone else to complete it if necessary.

g) Other

Essential

- i. Equivalent to GCSE in English and Maths
- ii. Good standard of IT skills including Microsoft Office.
- iii. Ability to travel independently across Hertfordshire using a roadworthy vehicle insured for business purposes and have a clean driving licence. Mileage allowance payable in accordance with *Carers in Hertfordshire* Policy.

Desirable

- i. Previous experience of working within a central office function.

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Equalities

It is a core responsibility of members, employees, and volunteers of the charity to ensure that every individual we encounter is treated with dignity and respect. We want our organisation to reflect the diversity of the population we serve, and we welcome applications from people from all backgrounds and diversities

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