

## Carers' Support Service - North Lincolnshire

### Administrative Support Worker- Maternity Cover

#### JOB DESCRIPTION

##### Post Information

Type of Post:	Temporary to cover Maternity Leave
Number of Posts	1
Salary	National Living Wage (Currently £8.91per hour)
Hours of work	37 hours per week Usual office hours 8:30am to 5pm Monday to Friday.
Accountability	This post will be line managed by the Service Delivery Manager.
Location	The Carers' Support Centre. 11 Redcombe Lane Brigg DN20 8AU.

##### About the role:

**No two days are the same when you are supporting Carers.**

**The Admin Support Worker, is key to the delivery of information, support and advice to Carers. They are the 'face' and 'voice' of the Charity and are often the first person a Carer will meet when they contact the organisation.**

**The Admin Support Worker is a vital member of the staff team, providing practical support to managers, team members and volunteers.**

##### **As the Administrative Support Worker, you will:**

###### Front of house

- Greet and welcome visitors to the building
- Ensure reception is covered at all times
- Be familiar with all relevant aspects of the charity and its work
- Answer incoming calls and be the first point of contact for Carers
- Manage calls appropriately, including transferring to staff and taking and passing on messages
- Signpost Carers and members of the public to sources of support where necessary
- Keep the reception area tidy
- Ensure information on display is up-to-date and refreshed as needed

### Buildings and Resources

- Contact contractors to maintain office/building equipment.eg-plumber, electrician, window cleaners, milk delivery.
- Monitor the maintenance of the office printer. Liaise with Xerox (Printer Company) to report and resolve faults.
- Order parts and supplies for printer and franking machine.
- Monitor, order and maintain office supplies as needed.
- Monitor, order and maintain staffroom supplies.

### Technical support

- Support the work of the team via the use of our customer database (Charity log)
- Input referrals into Charity Log and set actions for team members,
- Send out letters and texts from Charity Log
- Extract reports from Charity Log
- Support with and carry out Data Audits and Data Cleansing
- Maintain and update electronic and physical files
- Assist in preparing equipment for training sessions.
- Issue and update staff I.D badges.
- Maintain social media posts and communications.
- Use 'Mail Chimp' to distribute Caring News and other information via email
- Support in the distribution of the Caring News by post
- Have excellent knowledge of and ability to use Excel/Word/PowerPoint programs
- Assist team members with IT queries by liaising with external IT support

### General administration

- Distribute incoming post to staff.
- Organise outgoing post and take to post box/office as required.
- Book appointments and maintain room booking diaries
- Prepare rooms for meetings as required
- Take minutes for meetings
- Assist with recruitment by providing administrative support
- Assist with preparing training sessions e.g. room preparation and handouts.
- Maintain memberships and 100 Club
- Maintain the petty cash tin

### As a team member

- Share useful information with Carers and colleagues
- Be involved in the planning and implementation of activities for Carers Week and Carers Rights Day
- Actively engage in the development of the Charity and highlight any development opportunities by making the management team aware
- Adhere to and consistently follow all policies and procedures
- Undertake any other duties as required