



## Care for the Carers

### JOB DESCRIPTION

Title:	Carers Centre Junior Administrator
Salary Scale:	Scale point 1 (£18,333 per annum)
Hours:	37 hours per week
Accountable to:	Head of Resources
Location:	The post is currently based at Care for the Carers' office in Eastbourne
Job Purpose:	To host the Carers Centre including maintaining a safe and welcoming environment. To process incoming and outgoing communication to carers and stakeholders. To provide administrative support to Care for the Carers.
Functional relationships with:	Head of Services, Head of Communities, Care for the Carers colleagues, carers, partner organisations
Responsible for:	No line management responsibility

#### Key Responsibilities:

1. Host Carers Centre, welcoming guests and support their use of the Carers' Centre
2. Assist with the process all general incoming communications whether the communication is received by telephone, email, post or text
3. Operate and assist with maintaining an automated telephone system including setting alternative welcoming messages and monitoring a central voicemail for general messages ensuring a friendly and professional welcome to callers
4. Support "Buddying" with colleagues lone working in the community, ensuring that any potential safety issues are escalated without delay in line with procedures.



5. Support collating and sending text reminders to Carers for Groups, Clinics, Home visits and any other events
6. Assist collating and issuing Carers Welcome Packs and Carers Cards to Carers together with any other materials as directed by Carers Centre Administrators, Carer Support Workers or other colleagues
7. Support the coordination of meetings, including the provision of refreshments and preparation of meeting spaces
8. Assist Carer Centre Administrators with the processing new incoming referrals in accordance with the organisations procedures
9. Assist and support the maintenance of the organisation's database, entering up to date records of communications undertaken
10. Support with a range of administrative tasks, to include photocopying, outgoing post and updating reception and Carers Centre information notice boards
11. Support maintaining an adequate stock of office and kitchen supplies
12. Support the finance function of the organisation by maintaining and recording Petty Cash transactions, recording and banking income received by cash or cheque, as directed by Carers Centre Administrators
13. Support the fundraising function of the organisation by recording donations received on the databased and issuing Thank You letters as directed by the Fundraising Manager and in conjunction with the Carers Centre Administrators
14. Act as the organisation's named First Aider and primary Fire Marshal
15. Support cover for Administration colleagues in their absence to cover essential functions
16. Actively participate in own supervision and training.
17. Act at all times in accordance with Care for the Carers' policies and in a way that will ensure the reputation of the organisation is maintained.
18. Carry out any other duties commensurate with the post, as agreed with your line manager.

**Please note, this Job Description is intended to outline the main duties of the post and may change as the post and organisation develops.**

July 2022