



Thank you for showing interest in working for Age UK Bromley & Greenwich. We are an independent local charity and have been working in the community to help older people for over 50 years.

With nearly 80 staff and over 250 volunteers we provide support to clients across both Boroughs.

We work in partnership with BTSE helping to deliver the Bromley Well project as well as BLG Mind working on Dementia Services and Oxleas providing Care Navigation.

Vision:

To make Bromley and Greenwich places where all can enjoy later life.

Mission:

Age UK Bromley & Greenwich will be the voice of older people in both boroughs. We will work with older people to enable, support and connect. We will promote independence and well-being.

Values:

Equality - We value diversity and strive to give equality of opportunity. We believe that the organisation and society is enriched by its diversity.

Respect - We respect the life histories of our staff, volunteers and clients. We believe in their potential and we will help to realise their ambitions.

Creativity - We encourage innovation in the solutions we adopt.

If you stand for our vision, mission and values and match the criteria in the below job specification we would love to hear from you.

A handwritten signature in black ink, appearing to read "M. Ellison".

Mark Ellison
Chief Executive

Job Title: SENIOR WELLBEING ADMINISTRATOR - Fixed Term Contract (back fill of maternity cover)

Hours: Monday - Friday 09:00 - 05:30

Salary: £26,000

Location: Community House, Bromley

Reporting To: Hospital to Home Coordinator

Job Purpose: To be involved in the administration and coordination of the Hospital Aftercare Service, Take Home & Settle Service, Toe Nail cutting and Shopping service by providing a high level of customer care to our clients and funders.

Key Responsibilities:

- To facilitate the smooth operation of the departments to a high standard, ensuring that policies, procedures and systems are followed and that our quality standards are being met at all times.
- To anticipate issues that will affect the smooth running of the departments and either resolve them or recommend a course of action to the Coordinator.
- To be responsible for the day-to-day running of THAS Lewisham including supporting a small team and assessing referrals and communicating with the hospital on a day-to-day basis.
- Supporting The Coordinator with Hospital Aftercare referrals, as well as administration for Clip IT and the shopping service, this will include booking visits, taking shopping lists, managing a diary and other day to day tasks.
- To provide a very high standard of customer care to everyone that we work with including existing and prospective clients/customers, and professionals. Treating our clients/customers with dignity and respect at all times and ensuring that all referrals and phone calls and enquiries are answered and dealt with promptly.
- To act as first point of contact taking of referrals for services provided by Age UK Bromley & Greenwich. Ensuring that the client information is completed accurately on our database and that referrals are processed quickly in the correct way, or signposted as appropriate.

- To assist the Coordinator with developing new and existing services, and creating effective and efficient systems, ensuring that our high standards are consistently maintained.
- To promote and market our services to prospective clients/customers and professionals when responding to enquiries and receiving referrals, maximising opportunities for new business in a polite and professional way.
- To deal with all customers according to procedures and within agreed service levels, ensuring that there is a clear audit trail of all interaction with our customers.
- To maintain accurate, clear and up-to-date customer records and files, both written and computerised. This may include data entry onto appropriate spreadsheets and keeping some paper records relating to the service.
- To manage electronic diaries, maximising the time that staff members have to deliver services.
- To support colleagues working in the field and to provide a reliable and responsive backup as and when it may be required.
- To comply fully with all statutory regulations and Age UK Bromley & Greenwich policies in relation to data protection and confidentiality.
- To assist in the preparation of monthly reports and other ad-hoc reports as required by the Service Coordinator.
- To work with colleagues to ensure there is always cover in the office, and a member of staff to answer the phone or act as a point of contact.
- To ensure all relevant staff have the appropriate level of business insurance to carry patients and that their vehicles are adequately cleaned, maintained and fit for purpose, performing regular vehicle license checks and ensuring staff notify of any changes, incidents or health issues that may affect their ability to perform driving duties safely.

- To ensure that the diverter and staff mobile phones are in good working order and be responsible for diverting the Home from Hospital Service phone during each shift as designated.
- To compile the monthly rolling Rota building in staff annual leave and potential cover requirements to ensure consistency of service between 9.00am and 21.30pm Monday- Friday and between 9.00am and 17.00pm Saturday and Sunday.
- To ensure a minimum number of 35 take homes per month in line with the service specification.
- Chair a bi monthly team meeting for THAS staff
- On call responsibilities – Additional monies paid
- To attend monthly supervision meetings with the Coordinator
- To participate in team and staff meetings as and when required
- To undertake any other duties appropriate to the post.

Person Specification:

Experience	Essential / Desireable
Strong and effective administrative and organisational skills and be able to support several different services and teams	E
Excellent customer care skills, and ability to deal with challenging and vulnerable customers in a patient, courteous, calm and professional way	E
Ability to manage a busy workload and meet deadlines within a fast paced, open plan environment	E
Excellent forward planning skills and ability to multi-task without compromising on the quality and accuracy of the work	E
Experience of working with spreadsheets and numbers	E
Ability to promote services effectively and positively, and maximize all opportunities to market our services	E
Proficiency in the use of networked IT systems and the latest Microsoft Office applications; particularly Word, Excel, and Outlook	E
Excellent oral and written communication skills, and able to communicate at all levels and build strong professional relationships	E
Ability to work independently and cooperatively as part of a team	E
Enthusiasm and a flexible approach to work	E

Person Specification:

Experience	Essential / Desireable
Accuracy and good attention to detail when recording information	E
Good understanding of the issues older people face	E
Understanding of hospital related services	E
A real commitment to equality of opportunity	E
Reliability, punctuality and good time management	E
Knowledge of support available to older people	E
Experience of working in an administrative role or similar	E
Experience of working with and or supporting volunteers	E
Experience of working in a small, busy team is highly desirable	D
Experience of working in customer-focused role	D

Holiday: 27 Days per annum pro rata (2 to be allocated over Christmas) as well as Bank Holidays pro rata

Pension: All eligible employees are automatically enrolled into our scheme with The Pensions Trust, contributions are in line with the government's minimum standards currently 5% employees, 3% employers

Hybrid Working: Consideration will be given to any hybrid working requests although it may not be appropriate for all services. This is subject to you spending a minimum of 2 days a week in your designated office for full time employees, and pro rata for part time employees.

Employee Assistance Programme: LifeWorks will provide you with a confidential programme and innovative well-being resource. It is designed to help you with all of life's questions, issues and concerns. Lifeworks offers support with mental, financial, physical and emotional well-being, any time, 24/7, 365 days a year.

This job description is intended as a summary of the main elements of the job described. They may be varied from time to time in consultation with the job holder without changing the general character of the duties or the level of responsibility entailed.

If you have any questions please contact our HR department:
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020 8315 1862