**AGE UK CAMDEN**

***Striving to be an Equal Opportunities Employer***

**JOB DESCRIPTION**

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| TITLE OF POST: | **Good neighbours Scheme/Telefriends Administrator** | | GRADE: | **Scale 4**  **SCP 7-10 £25,816.72 to £27236.88 FTE (Pro rata for 28 hours which is £20,653.38 to £21,789.50 pa)** | |
| Hours | **28 pw** | ELIGIBLE FOR JOB SHARE: | | | **No** |
| ANNUAL LEAVE: | **27 days per year plus Bank Holidays pro rata (rising to 32 after 5 years)** | | | | |
| PENSION: | **Contributory Pension Scheme: Employee – 6%, Employer – 6%** | | | | |
| RESPONSIBLE TO: | **GNS Manager/s** | | | | |
| RESPONSIBLE FOR: | **Volunteers where applicable** | | | | |

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| **PURPOSE OF THE JOB** |

1. To assist with the Good Neighbours Scheme (Befriending and Telefriends) administrative needs and conduct tasks as required by the GNS Manager/s and appropriate for the role and salary level

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| **MAIN DUTIES & RESPONSIBILITIES** |

**Requirements specific to this job:**

**BEFRIENDING SERVICES ADMINISTRATIVE TASKS**

1. To make contact with clients and referrers by telephone and email regarding referral enquiries, receipt of referral forms, check in calls with clients on the waiting list
2. To make contact with volunteers by telephone, email and in person
3. To be the administrator for the data base system in use which currently are Charity Log, with ability to produce statistics.
4. Update the shared Excel spreadsheets.
5. To efficiently manage all electronic documents that pertain to monitoring information including timely administrative management of volunteer feedback logs, user surveys, such as WACA forms.
6. To assist with administering the birthday and season's greetings cards, including updating the relevant spreadsheets.
7. To keep up to date electronic records/minutes of GNS team meetings, staff training booking and attendance, circulating updated documents as appropriate.
8. To keep up to date electronic records of monitoring and evaluation records.
9. To be able to work in the office, home, or any other places depending on the situation and requirements.

**General Administrative Duties:**

1. To take clear, succinct and accurate minutes of meetings as requested by the manager/s.
2. To ensure that other administrative duties are undertaken including statistical records of enquiries/calls.
3. To help set up meetings
4. To deal with electronic room and equipment bookings for GNS service as requested by the manager.
5. Any other administrative tasks necessary to ensure the smooth running of the GNS Service.

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| **OTHER REQUIREMENTS** |

1. To attend monthly supervision meeting with the line manager.

2. To attend quarterly all staff meetings.

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| **GENERAL REQUIREMENTS:** |

1. The post may involve occasional evening or weekend work, for which time off in lieu can be claimed.

2. Under the Health & Safety at Work Act 1974 and associated guidance, it is the duty of all staff while at work to take adequate care for the health and safety of themselves and of other persons who may be affected by their acts or omissions.

3. Age UK Camden operates a no smoking policy and all staff are required to comply with this.

4. The postholder is required to carry out the duties and responsibilities of their post with due regard to the practical implications of Age UK Camden's Diversity and Inclusion Policy.

5. All staff are required to work within Age UK Camden's policies, ensuring these are carried out in relation to the job, e.g., Confidentiality, Quality.

6. To undertake any other administrative or facilities duties and responsibilities appropriate to the grade as requested by the Line Manager.

7. To undertake any other tasks commensurate with the skills of the postholder as may be reasonably required by AUC from time to time.

8. This Job Description reflects the requirements of the post at the time of writing. The needs and circumstances may change over time and therefore the Job Description may need to be reviewed in the light of any such changes which may occur.

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| **FUNCTIONAL LINKS** |

**Internal**

With other AUC staff and volunteers, Executive Committee members and Members of Age UK Camden. Close links with AUC’s Advice and Support Service are required over information display and giving.

**External**

With other Age UK organisations, outside agencies, suppliers, London Borough of Camden staff, service users and members of the public.

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| **Job Description Agreed by:** | | |
|  | **SIGNATURE** | **DATE** |
| **Chief Executive Officer** |  |  |
| **Line Manager** |  |  |
| **Postholder** |  |  |

**Date:**