

# AGE UK SHROPSHIRE TELFORD & WREKIN

**Our Vision is for Shropshire to be a county where older people flourish.**

**Our Mission is to work with and for older people to improve the quality of later life.**

## **JOB DESCRIPTION**

|                 |   |
|-----------------|---|
| Job Title:      | Office Administrator  |
| Responsible To: | Senior Office Administrator   |
| Location:       | Shrewsbury office   |
| Grade:          | Band 1 £22,070.00 (pro rata).   |
| Hours:          | 20 hours per week Monday to Friday (actual working days to be agreed) |

## **BACKGROUND**

Age UK Shropshire Telford & Wrekin is a registered charity which aims to improve the quality of life of older people in Shropshire and Telford & Wrekin. The Shrewsbury office is where the Senior Management Team is based. It is a very busy public office where older people, their families and carers visit or telephone for information and advice, for help with benefits and advocacy queries or to access our other services.

## **Job Purpose**

To be responsible for carrying out telephone and reception duties, answering enquiries, information signposting and administrative and clerical support.

To promote a pleasant, welcoming and helpful experience for visitors and telephone callers to the Age UK STW office, to book appointments for people seeking advice and provide information and signposting to people ensuring good outcomes are achieved.

To support the Senior Office Administrator in ensuring the smooth running of the reception service in our Shrewsbury office.

## **Principal Duties**

1. To answer the telephone, meet and greet visitors, deal with enquiries and give accurate information to people.
2. To keep up to date with necessary information in order to carry out the signposting element of the role and attend training as required.
3. To support the Senior Office Administrator with admin tasks and general office duties adhering to the processes in place.

4. Use Outlook to keep and read diaries, make room bookings, make appointments and respond to enquiries.
5. Provide triage to older people accessing information and advice services to ensure they are supported quickly and effectively.
6. Use Microsoft Office to produce and update documents, correspondence etc. as required.
7. To assist in the collection and recording of data on Charitylog including scanning and uploading of documents, updating records etc.
8. To support the Health & Safety Officer with essential safety checks as required and undertake First Aid training.
9. To assist with the preparation, printing and distribution of stationery, equipment, in house publications etc. and help with maintaining stock levels.

### **General Duties**

1. To be mindful at all times of the requirements of the Equalities Act and to ensure that the service is welcoming and accessible to older people from all backgrounds and communities.
2. To maintain electronic and paper records and statistics including using the organisations management information system, Charitylog.
3. To maintain the highest standards of confidentiality and to comply with the Data Protection Act at all times.
4. To keep abreast of the appropriate legislation and policy in relation to this post.
5. To comply with and keep abreast of all Health & Safety guidance and policy relevant to this post.
6. To assist with ISO procedures and support the maintenance of the quality standard.
7. To undertake training and development as required to maintain the highest standards of service.
8. The post-holder may from time to time be required to undertake other comparable duties not specifically mentioned in this job description.

**PLEASE NOTE:** The successful applicant will be subject to a Right to Work check and disclosure of any criminal convictions and/or cautions (as appropriate to the post) in accordance with the Rehabilitation of Offenders Act 1974 and subsequent legislation. Please refer to our Recruitment of Ex-Offenders Policy Statement.

## **Conditions Of Service**

1. The post is graded Band One which is a salary of £22,070 pa pro rata for 20 hours per week.
2. The post is a permanent post and is for 20 hours per week subject to a probationary period of six months.
3. The post is based at the Age UK STW office in Shrewsbury.
4. The conditions of service (including certain provisions relating to working conditions and sickness allowance) are covered by existing collective agreements, negotiated and agreed between the relevant unions and staff as amended from time to time by Age UK Shropshire Telford & Wrekin.
5. Annual holidays will be at the rate of 24 days per annum, 29 days per annum for those officers with five years' continuous service with further increases for longer service. Bank holidays also apply. (Pro-rata for staff working part-time).
6. The appointment is subject to one month's notice on either side.
7. Pension Scheme: Details will be issued with any formal offer of appointment.
8. This job description is intended as a summary of the main elements of the job described and may be amended from time to time, in consultation with the post holder. It does not form part of the formal Contract of Employment.