

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Administration Officer (Ageing Well & Falls Prevention Team)
<b>CONTRACT TYPE:</b>	Permanent
<b>JOB PURPOSE:</b>	To provide support to the Ageing Well & Falls Prevention Manager and team
<b>ACCOUNTABLE TO:</b>	Ageing Well & Falls Prevention Manager
<b>RESPONSIBLE FOR:</b>	This post does not carry line management responsibilities
<b>LOCATION:</b>	Taunton
<b>NORMAL HOURS:</b>	Part-time – Hours to be agreed within the normal office hours for Age UK Somerset (9am – 5pm Monday to Friday, excluding 1 hour for lunch)
<b>TRAVEL:</b>	The nature of the job will not normally require travel around Somerset or North Somerset. If it is required, then it is the post holder's responsibility to provide a roadworthy vehicle. Travel expenses are paid at an appropriate rate.
<b><i>PLEASE NOTE: This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances.</i></b>	
<b>MAIN DUTIES:</b>	<ul style="list-style-type: none"> <li>• Provide administrative support as directed by the Line Manager to enable the efficient running of the Ageing Well &amp; Falls Prevention Service (AW &amp; FP) working as part of the team including instructors and volunteers for the service</li> <li>• Maintain accurate, efficient and timely entries including administrative changes onto Charitylog, other databases and spreadsheets and office systems</li> <li>• Produce reports using relevant data</li> <li>• Assist with maintaining and developing accurate and efficient office systems</li> <li>• Provide minute-taking, coordination for promotional items, support for recruitment or fundraising campaigns</li> <li>• Act as Fire Marshal and Emergency First Aider where trained to do so</li> <li>• Provide cover for colleagues in their absence</li> <li>• Deliver efficient customer service for callers to the AW &amp; FP team telephone number and monitor and respond to queries to the email inbox</li> </ul>

**QUALITY:**

- Produce all documentation to the professional format and standard required by the organisation
- Ensure all requested tasks are delivered on time
- Maintain an efficient filing and archiving system

**COMMUNICATIONS:**

- Maintain effective communications within the team
- Provide support to Managers and other staff
- Communicate efficiently and effectively with all colleagues, volunteers and members of the public

**FINANCE:**

- Maintain accurate and up to date records of expenses incurred in carrying out this role and present valid records of expenses, with receipts as necessary, on a monthly basis

**RELATIONSHIPS**

- Foster and maintain good working relationships with relevant authorities, voluntary organisations and other key agencies
- Work with due regard to disability awareness and equality of opportunity

**GENERAL**

- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy
- Keep up to date with current trends of service provision, current practice and matters concerning older people by reading, attending courses and conferences etc
- Represent the organisation at meetings, conferences and events where appropriate
- Work alongside colleagues to ensure full compliance with quality standards
- Undertake any other duties as requested by and agreed with your line manager

**EQUAL OPPORTUNITY**

- Age UK Somerset is committed to work towards equality of opportunity. The post holder will be expected to work within this context

# PERSON SPECIFICATION

## Administration Officer

### **EDUCATION/TRAINING**

#### **Essential:**

- Good standard of education

### **KNOWLEDGE/EXPERIENCE**

#### **Essential:**

- Strong experience of working in a customer-facing administration environment
- Excellent working knowledge of MS Office
- Data entry experience

#### **Desirable:**

- Previous experience of Charitylog or other customer relationship management databases

### **SKILLS AND ABILITIES**

#### **Essential:**

- Excellent customer service skills
- Effective communication skills, both verbal and written
- Ability to provide full administrative support
- Ability to respond appropriately to requests from operational staff
- Ability to prioritise tasks whilst working well within a team
- Ability to work accurately and to tight deadlines
- Ability to work alone and as part of a team
- Accurate keyboard skills and attention to detail

### **GENERAL**

#### **Essential:**

- Commitment to Age UK Somerset's charitable aims and core values
- A flexible and positive approach
- A commitment to continuous improvement
- Commitment to provide an excellent service