



## Services Support Administrator Job Description

<b>Post</b>	Part-time, flexible
<b>Salary</b>	£15,700. (£22,000 FTE), plus pension
<b>Place of work:</b>	The Clockhouse Community Centre, Milford/hybrid
<b>Hours of work:</b>	25 hours per week

**Job Offer and Employment subject to satisfactory Right to Work Checks and DBS**

### **Purpose of the Job**

- To provide administrative and database support to Age UK Surrey services.
- To gather client feedback by telephone and face to face.
- To assist in the evaluation of questionnaires and surveys.

### **Overview of Role**

This is a varied and pivotal role working with a number of different service teams.

You will provide vital administrative support to our services that help older people live independently at home and to our group social activities that help people remain healthy and active in the community.

You will support service teams to input client information onto the Salesforce database, telephone and email clients to gather feedback of their experience of using a service and send information to enquirers and clients.

The feedback information gathered will be used to produce impact reports and provide insight for service development. The Administrator will support in the collation and presentation of this data.

The attributes that are important to this role include:-

- Good communication skills – both written and verbal
- Excellent organisational skills
- Excellent administrative skills
- Attention to detail
- Digital literacy
- Team player
- Empathetic to the needs of older people

**Main responsibilities of the role:**

1. Input client and donor data onto Salesforce database and Excel.
2. Gather information from clients either face to face or by telephone
3. To maintain the ethics of customer confidentiality as set out in service policy and procedure.
4. Provide administrative support to services and group activities.
5. Assist with collation of statistical data for monitoring and impact reports.
6. Maintain accurate records in a timely manner on Age UK Surrey Information Management Systems.
7. Carry out all other duties as deemed reasonably appropriate by your line manager.

**Person Specification**

<b>E</b>	<b>Essential</b>	<b>A</b>	<b>Application Form</b>
<b>D</b>	<b>Desirable</b>	<b>I</b>	<b>Interview</b>

**1. EXPERIENCE**

<b>Characteristic</b>	<b>E</b>	<b>D</b>	<b>Assessment</b>
Experience of working in a customer facing/telephone role	E		A/I
Experience of working with older people		D	A/I
Experience of working with a complex and demanding workload	E		A/I
Experience of working with databases	E		A/I

## 2. KNOWLEDGE AND SKILLS

Characteristic	E	D	Assessment
Excellent verbal and written communication skills and able to liaise effectively with people at all levels and from a variety of cultural backgrounds	E		A/I
Excellent knowledge of Microsoft Office programs including Word and Excel	E		A/I
Knowledge and skill in use of Case Management Systems	E		
Awareness of the function of Age UK Surrey services and support		D	A/I

## 3. PERSONAL QUALITIES

Characteristic	E	D	Assessment
Well-presented and business like	E		I
Professional with the ability to maintain confidentiality levels at all times	E		A/I
Excellent organiser and a good time keeper able to plan and work to prescribed timescales	E		A/I
Approachable, empathetic, friendly and able to get on with others and be a strong team player	E		A/I
Willing to accept instruction and responsibility	E		A/I
Awareness and understanding of the importance of boundaries	E		A/I
Flexible and enthusiastic approach, to both working hours and duties.	E		A/I