



## Job Description

<b>Job Title:</b>	Administration Officer (Carers Together Wiltshire & Business Support)
<b>Salary:</b>	£21,840 per annum
<b>Benefits:</b>	25 days leave entitlement, plus bank holidays, pro rata. Company pension with an employer contribution of 6%
<b>Contract:</b>	Permanent
<b>Hours:</b>	35 hours per week
<b>Main Location:</b>	Primarily located at our Devizes office, with a requirement to work at our other offices in Salisbury and Swindon and travel throughout the Wiltshire area when needed.

### Job Purpose:

This role will be split across two teams. The post holder will work as part of the Carers Together Wiltshire (CTW) Team and the Age UK Wiltshire Business Support Team to provide administrative and secretarial support to the organisation, including its staff, volunteers and trustees, across Wiltshire and Swindon.

The Carers Together Wiltshire team are responsible for supporting unpaid carers to achieve a healthy balance between their caring responsibilities and their own interests and wellbeing. The Business Support team are responsible for the range of support and services that are required to maintain the day-to-day operations of the offices, staff and volunteers of Age UK Wiltshire (AUKW).

The post holder will be required to have strong administrative skills and knowledge, be flexible and have a strong commitment to team working and be proficient with computers and easily able to learn new IT systems/processes. The post holder will need to demonstrate task prioritisation and organisation skills and contribute towards the development and improvement of the team functions.

This role will report to the CTW Operations Manager and work closely with the Data, IT & Premises Officer as well as other members of the Age UK Wiltshire team, including volunteers.

### Key Responsibilities

The post holder will be accountable for the delivery of the following areas:

## **Carers Together Wiltshire Administration**

- Be the main point of contact for all matters relating to our referral portal, which includes setting up users (both internal and external), assisting with password resets, liaising with the portal host and supporting users who may require guidance, such as staff and volunteers.
- Deal with incoming and outgoing post, to include preparation of letters, documents and scanning signed documents onto our Liquid Logic system.
- Provide dedicated support to our events team which includes setting up events, post event data gathering and attendance (if required).
- Operate an effective stock replenishment system for our Carer Together Wiltshire project to ensure supplies of leaflets and other promotional materials are sufficient to maintain operations.
- Provide administrative support to assist the recruitment process of staff and volunteers.

## **Business Support Administration**

- Be the focal point for requests of administrative support, ensuring all are dealt with effectively to the point of completion and maintaining effective communication throughout.
- Deal with incoming and outgoing post, to include preparation of letters, documents and invoices.
- Deal with all incoming communications, such as emails and phone calls and in-person callers.
- Process any donations received, to include banking and sending thank you letters.
- Operate an effective stock replenishment system for our offices to ensure supplies of stationery, leaflets and other materials are sufficient to maintain operations.

## **General Responsibilities**

- Show flexibility and a willingness to cover for other members of the Business Support and Carers Together Wiltshire team.
- Show flexibility and a willingness to cover for other functions that are not within the scope of Business Support but are required to maintain the operations of the charity, such as fundraising.
- Contribute to the wider aims and objectives of the organisation.
- Take part in Age UK Wiltshire events and activities as agreed.
- Attend regular supervision sessions and annual appraisals with line manager to provide feedback and enhanced future planning and direction.
- Attend staff meetings, training courses and other meetings as required.

- Comply with Age UK Wiltshire policies with particular regard to Equal Opportunities, Health and Safety and Confidentiality.
- Be committed to Age UK Wiltshire policy and procedures on keeping adults safe from abuse, ensuring that all alleged abuse is reported to a Senior Manager and that safeguarding is embedded in all decisions and actions.
- Provide support to the offices, staff and volunteers of the charity as required.
- Maintain the professional integrity of the Charity and represent its main interests in any dealings with other bodies, groups and individuals.
- Carry out any other duties as may be reasonably required from time to time.
- IAO (Information Asset Owner). As part of your role with AUKW, you may be responsible for information assets, that is - data that we hold about the individuals we work with (Data Subjects). This means that under GDPR you are an Information Asset Owner (IAO).

### **Equity, Diversity, and Inclusion**

AUKW is committed to creating an equitable and inclusive workplace, and we value diversity of thought, ability, and individuality. We know that we can only retain our position at the forefront of excellence in later-life care by learning, reflecting, and innovating, and we expect our staff to pursue continuous professional development. This applies to both service delivery and our internal practices.

A successful applicant will be willing and able to demonstrate commitment to our equity, diversity, and inclusion policy and practices at all times.

## Person Specification

	CRITERIA	ESSENTIAL	DESIRABLE
<b>KNOWLEDGE &amp; SKILLS</b>	Strong administration skills, be able manage processes and complete them successfully.	✓	
	Strong organisational and planning skills, able to manage own workload and be proactive in ensuring the successful delivery of tasks.	✓	
	Excellent interpersonal skills and the ability to support and motivate colleagues.	✓	
	Excellent communication skills, verbal and written.	✓	
	Computer literate, able to use Microsoft packages and be confident using other software packages.	✓	
	Understanding of managing and evaluating organisational or client facing events.		✓
	Experience of using the Liquid Logic and/or Refernet portal systems.		✓
<b>OTHER</b>	Proactive and solution focused, able to work alone using own initiative.	✓	
	Ability to establish positive relationships with colleagues, external partners and agencies.	✓	
	Flexible attitude and an ability to prioritise workload.	✓	
	Commitment to working as a positive and constructive team player.	✓	
	Experience of working with and supporting volunteers.		✓
	Understanding of issues affecting older people and carers, particularly those who are vulnerable and socially isolated.		✓