

Office administrator job pack

Title	Office administrator
Hours	25 hours per week Monday to Friday 9.30am-2.30pm
Salary	£21000 - £23000 pro rata
Accountable to	Office and customer service manager
Responsible for	No direct line management at present
Based	St Ives, with some travel to our other office locations and around our region

About Caring Together

Three in five of us will become a carer at some point in our life. Caring Together is an ambitious regional charity that provides emotional and practical support, information and advice to carers of all ages and their families, as well as opportunities to take a break from their caring role.

Our vision is of a world in which all carers have choices.

About the role

It is an exciting time to consider being part of our Caring Together team. As part of the office and customer service team, your key focus will be to support the delivery of office functions and processes to enable Caring Together staff to operate in a safe environment and to assist in the delivery of exceptional customer services to all customers and contacts.

The office administrator will work alongside the office and customer service manager, based in Cambridgeshire and with some travel to our other offices in Peterborough and Norfolk and across the region.

The successful candidate will be used to working in a 'hands on' role.

Key accountabilities of the role

1. Supporting the office and customer service manager with a range of projects, events and ongoing management of office functions.
2. Providing effective and efficient administrative and support services across the business.

3. Ensuring staff have a safe and appropriate working environment by supporting the management and monitoring of facilities contracts, where appropriate.
4. Contributing to budget management through efficient use of resources.
5. Attendance and participation in teamwork and meetings.

Responsible for:

1. Providing general administrative support for the business, for example maintaining insurance records, handling incoming and outgoing mail in all formats, supporting maintenance of archived records.
2. Manage the booking in system and ensure starters and leavers are updated.
3. Provision of relief cover for Office and customer service manager role where applicable.
4. Providing secretarial support for internal meetings including note taking for the executive team and board of trustees.
5. Supporting the customer service and office manager to deliver organisational projects, contributing to events coordination, process reviews and change projects.
6. Contributing to health and safety compliance across Caring Together facilities.
7. Sourcing and ordering personal IT equipment, phones, office supplies and stationery.
8. With the office and customer service manager, facilitating the set-up of new starters on IT and phone systems.
9. Setting up, configuring, distributing, maintaining, and monitoring personal IT equipment, phones, and maintenance of associated records.
10. Developing and maintaining good partnership relationships with staff and volunteers and any external professionals, carers, or others.
11. Supporting and inputting to the development, implementation and review of internal systems, organisational tools, and related organisational policies.
12. Identifying and attending relevant continuous personal development.
13. Contributing to the training and support of other staff.
14. Complying with General Data Protection Regulation (GDPR).
15. Performing duties in the place of other team members from time to time.
16. Working in accordance with the organisation's policies, vision, strategic plan and service improvement plans.
17. Being an ambassador for cultural change, including demonstrating, promoting and embedding ethical behaviours.
18. Undertaking any other duties that may be considered commensurate with the level of the post.

Caring Together is committed to safeguarding and promoting the welfare of vulnerable adults and children and expects staff and volunteers to share this commitment.

We are inclusive. We celebrate multiple approaches and points of view. We are an equal opportunities employer and expect staff to respect the personal choice and lifestyles of colleagues, carers, and people with care needs.

Should there be a requirement, a DBS check will be carried out.

Office administrator

Person specification

Requirements	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Of greatest importance is strong generalist administrative experience 	
Experience and knowledge	<ul style="list-style-type: none"> • Experience with MS programmes (Word, Excel, PowerPoint); makes the best use of technology • Good excel skills with the ability to assimilate data and use data to inform decisions • A keen interest in IT and telephony • Experience of engaging with a diverse range of users and stakeholders - excellent customer service ethos • Previous experience of working in a varied administrative role. 	<ul style="list-style-type: none"> • Some experience of facilities management • Some experience of budget management • Some knowledge of SharePoint, Salesforce, People Planner
Skills and abilities	<ul style="list-style-type: none"> • Ability to multitask • Ability to work productively with a range of people at all levels • Strong communication skills – can disseminate information widely • Ability to build effective relationships with stakeholders 	<ul style="list-style-type: none"> • Problem solving approach • Access to a vehicle and willingness to drive throughout our region

	<ul style="list-style-type: none"> • Excellent attention to detail, demonstrates a constructive, solution focussed approach • Highly organised, methodical, tenacious • Driving and own vehicle essential 	
Personal attributes	<ul style="list-style-type: none"> • Seeks continuous improvement • Strong teamwork ethos • Able to work under pressure and cope with change and conflicting priorities • Ability to work independently using own initiative • Willingness to travel across our region • Engaging and positive personality. 	

Application and recruitment process

Closing date	<p>Please note this is being run as a rolling recruitment process. We will be assessing applications, shortlisting, and offering interviews as the applications are received.</p> <p>The job will close once a candidate has been appointed.</p>
Start date	<p>The post is available immediately, on a part-time, permanent basis.</p>
Referees	<p>The successful candidate will be asked to provide contact information for two referees. It is expected that one of these will be your current or most recent employer.</p>
Proof of qualifications	<p>The person specification for this post lists qualifications that are essential and/or desirable. If you are successful, you will be asked to provide original certificates of these educational and professional qualifications. Please do not enclose these with your application.</p>
Terms and conditions	<p>Full details of the terms and conditions of employment will be made available to the successful candidate.</p>
Annual leave	<p>The successful candidate will be entitled to 25 days annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.</p>
Pension	<p>Caring Together comply with all current legislation regarding auto-enrolment into a pension scheme for employees.</p>
Entitlement to work	<p>If you are shortlisted for interview, you will be asked to bring to interview original documentary evidence of your entitlement to work in the UK in line with a list of acceptable documents that we will provide to shortlisted candidates. Please do not enclose these with your application.</p>
Working hours	<p>Normal working hours are between 9.30am and 2.30pm, however Caring Together is committed to ensuring a work-life balance for our employees as well as supporting employees with priorities such as caring or other family commitments. We support flexible working patterns and arrangements where these are mutually agreed between the employee and their line manager. The successful candidate may be required to work flexibly to cover events as required.</p>
Benefits	<p>Full details of the benefits of employment will made available to the successful candidate.</p>

