

Customer Care Administrator job pack

Title	Customer Care Administrator
Hours	37 hours per week
Salary	£23,472 - £24,500
Accountable to	Office and Customer Service Manager
Responsible for	No line management responsibilities at present
Based	Head office with some hybrid working (in line with hybrid working policy)

About Caring Together Charity

Our vision is a world with no unpaid carer in crisis, isolated or struggling alone.

Three in five of us will become a carer at some point in our lives. 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.

About the role

As part of the Customer Services team, you will be the front door to the charity, taking initial calls from all customers and dealing with enquiries at first point of contact. You will also be a key point of contact for your colleagues who may need support with systems, stationery, publications and other general help and assistance.

In addition, a key responsibility of the role will be to support the Office and Customer Service Manager with day-to-day tasks such as setting up new starters and ensuring equipment is returned for leavers.

The customer services team will be based in our head office (currently St Ives). We operate a hybrid working policy so there is an opportunity for some home working but this will be dependent on the needs of the organisation.

Key accountabilities of the role

1. Be the first point of contact for enquiries through various mediums. Ensuring enquiries are responded in a timely and efficient way to ensure a smooth transition to any information/support.

2. Calls taken for services across Cambridgeshire, Peterborough and Norfolk are identified and handed off to the relevant teams accordingly, along with accurately recording of details on to the relevant CRM in line with organisational guidelines and GDPR.
3. Support with the administration of any available carer bursary schemes, including making decisions on applications in line with set criterion, ensuring payments are processed in a timely manner and that any reporting/feedback is completed.
4. You will support the charity with a range of administrative tasks, including but not limited to:
 - Registering referrals Processing connecting carer referrals.
 - Dealing with incoming and outgoing post.
 - Promotion of fundraising initiatives.
 - Taking payments over the phone including taking donations and or payments for invoices.
 - Managing the booking in system.
 - Looking after equipment.
 - Assisting with starters and leavers.
6. Provision of relief cover for Office and Customer Service Manager role, where applicable
7. Providing secretarial support for internal meetings including note taking for the Executive team and Board of Trustees.
8. Supporting the Office and Customer Service Manager to deliver organisational projects, contributing to events coordination, process reviews and change projects
9. Identifying and attending relevant continuous personal development and contributing to the training and support of other staff.
10. Complying with General Data Protection Regulation (GDPR).
11. Performing duties in the place of other team members from time to time.
12. Working in accordance with the organisation's policies, vision, strategic plan and service improvement plans.

Other responsibilities

1. Deal with verbal and written communication and ensure this information is disseminated as needed to ensure the customer receives the highest standard of care.
2. Listen and be attentive to customers.

3. Demonstrate and promote ethical behaviour appropriate to that which would be expected by our customers.
4. Work in an adaptable and proactive manner and to be willing to undertake other duties as reasonably requested and that are commensurate with the role.
5. Be an ambassador for cultural change, including embedding behaviours.

Caring Together Charity 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.

We require all employees to undergo a Disclosure and Barring Service (DBS) check proportionate to the position they hold. The DBS check will be renewed every three years.

Customer Care Administrator

Person specification

Requirements	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> No specific qualification – demonstrable experience and knowledge are most important. 	
Experience and Knowledge	<ul style="list-style-type: none"> Excellent customer service, communication and interpersonal skills. Experience of engaging with a diverse range of users and stakeholders. 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 basic understanding of using a mobile phone. A keen interest in IT and telephony. 	<ul style="list-style-type: none"> Experience of supporting or working with volunteers. Awareness and understanding of issues facing carers. Some knowledge of SharePoint, Salesforce, People Planner.
Skills and Abilities	<ul style="list-style-type: none"> Ability to multitask. Ability to work productively with staff at all levels. Strong communication both written and verbal. Ability to demonstrate a positive, constructive, solution focused approach. Ability to use positive language. Ability to use Microsoft Office software and CRM systems. 	
Personal Attributes	<ul style="list-style-type: none"> Seeks continuous improvement. Strong team work ethos. Ability to work as part of a team and to work independently using own initiative. Able to work under pressure and cope with change and conflicting priorities. 	<ul style="list-style-type: none"> Commitment to promoting the voices of carers.

	<ul style="list-style-type: none"> • A flexible approach to working and changing days in the office due to business requirements. • Demonstrates high level of attention to detail. • Highly organised, methodical, and tenacious. • Organised. • Engaging and positive approach. • Work in an adaptable and responsive way. 	
--	--	--

Application and recruitment process

Closing date	The closing date for this post is 5pm on 12 August 2025.
Interview	It is anticipated that interviews for this post will take place on 18 and 19 August 2025.
Start date	The post is available immediately, on a full-time, permanent basis.
Referees	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.
Proof of qualifications	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.
Terms and conditions	Full details of the terms and conditions of employment will be made available to the successful candidate.
Annual leave	The successful candidate will be entitled to 25 days (pro rata) annual leave plus statutory holidays (eight days) as well as the option to buy and sell annual leave in accordance with our policy.
Pension	Caring Together Charity comply with all current legislation regarding auto-enrolment into a pension scheme for employees.
Entitlement to work	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.
Working hours	Normal working hours are between 9.00am and 5.00pm, however, Caring Together Charity 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.
Benefits	Full details of the benefits of employment will be made available to the successful candidate.