

**Carers Learning and Development Administrator**

**Job Description**

**Job Title**: Carers Learning and Development Administrator

**Accountable to**: Head of Services

**Responsible to:** Assistant Head of Services

**Reporting to**: Carers Network Coordinator

**Location**: Gaddum House and other locations as required

**Salary**: £17,419 per annum (pro rata); NJC Scale Point 16

**Hours:** 17.5 Hours

**Term:** Initially 9 months fixed term contract (with possible extension dependant on funding)

**Job Purpose**

To provide high quality administrative and clerical support to the Manchester Carers Learning and Development services. This will include undertaking general office tasks such as producing documents and reports, postage, sorting mail, answering the telephone, taking messages, photocopying, faxing and shredding.

**Main Duties and responsibilities:**

1. To prioritise workload in agreement with the Carers Network Coordinator.
2. Administration of bookings for training events
3. Booking venues for training and ensuring resources are available
4. To assist in the maintenance and updating of the Manchester Carers Network website
5. Respond to enquiries and requests by phone, email and fax
6. To answer the telephone efficiently, field calls and provide information about Manchester Carers Network / Gaddum
7. To support induction for new staff, trainees or volunteers
8. To assist with collating and inputting of data, eg training evaluation forms
9. To liaise with Network members and other trainers as necessary
10. To maintain efficient records, both electronic and paper
11. To assist in the arrangement of meetings, conferences and other events for the team
12. To implement and maintain administrative and office systems
13. To take notes and write up as a record at meetings as required
14. Undertake relevant training as agreed
15. To work as part of the central administration team at Gaddum when needed, ensuring that the office is covered as required for service delivery

**Information**

* To provide information on all aspects of Manchester Carers Network and Gaddum Services at Gaddum House in response to general enquiries
* To confirm and provide information in regards training bookings and venue details
* To signpost to other appropriate services and organisations in line with processes and protocols.
* To supply information by post/email on request

**Additional Duties and Responsibilities:**

* Promote the work of Gaddum Centre and safeguard its good name and reputation at every opportunity
* Encourage clients to be aware of the full extent of Gaddum Centre’s services
* Adhere to Gaddum Centre policies and procedures
* Promote Gaddum Centre events and activities
* Representation of Gaddum at events as requested
* Maintain a general understanding of the work of the whole organisation, and attend staff meetings/events
* All other duties reasonably associated with this role

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently this job description may be revised from time to time.



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**Person Specification**

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| **Criteria** | **Essential** | **Desirable** | **Assessed** |
| **Qualifications/**  **Experience** | Maths and English GCSE at grades C or above (or equivalent qualification).  Previous experience of providing administration support.  Evidence of continuous professional development.  Experience of preparing data for reports.  Experience of collating data and preparing reports.  Experience of using database systems for record keeping and the management of data. | Experience of working in the voluntary sector.  Have experience of working within social and health care services. | Application/interview/  documents |
| **Skills and abilities** | High quality ICT skills and proficiency especially in the use of Microsoft Office.  Demonstrable ability to communicate with a wide range of people.  Excellent verbal and written communication and negotiation skills.  Very well organised, able to prioritise and plan own work and work to meet deadlines. | The ability to build and maintain relationships with external stakeholders. | Application/Interview |
| **Knowledge** | Understanding of, and demonstrable commitment to, ensuring equal opportunity.  An understanding of Equality and Diversity duties in the workplace.  A robust understanding of confidentiality. | An understanding of Safeguarding.  A good knowledge of agencies, organisations and professionals with a Greater Manchester remit.  Knowledge and understanding of mental health issues.  Knowledge of structure of community care, health and voluntary sector.  Knowledge of statutory services. | Application/Interview |
| **Values and personal attributes** | A commitment to Gaddum Centre values.  A commitment to equality and diversity.  A non-judgemental attitude.  Flexible and positive work ethic.  The post holder must display integrity, honesty and good judgement.  A team player, working well to support colleagues in delivering a high quality service. | Knowledge of Gaddum Centre and its services. | Application/Interview |
| **Other requirements** | Ability to travel independently as required by the role.  Flexible approach to working hours and ability to work unsociable hours (evenings and weekends) to meet the needs of the service. | Use of own car. | Application/Interview |