

CarersBucks

CarersMK

JOB DESCRIPTION

Job title:	Administrator
Team:	Operations Team – Carers Bucks and Carers MK
Hours:	37 hours per week
Duration:	Permanent
Location:	Under a hybrid-working model, you will work a minimum of 2 days a week from home. The rest of the time will be spent working flexibly from home, at one of our offices (Aylesbury or Bletchley), or in the community. This will be agreed in line with organisational requirements and you will be able to claim mileage costs.
Salary:	£20,048 - £22,404 (depending on experience)
Responsible To:	Operations Manager (with dotted line responsibility to IT and Database Lead Administrator)

About Us

Carers Bucks and Carers Milton Keynes, are well established local charities supporting unpaid carers of all ages and all caring roles across Buckinghamshire and Milton Keynes. We support just under 20,000 unpaid carers providing information, advice and guidance in addition to delivering a wide range of social opportunities, support group programmes and needs led support.

Job Aim

To provide day to day administrative support to staff at Carers Bucks and Carers MK so that they can continue to deliver our vital services to the highest standards.

To be first point of contact for carers, professionals and other stakeholders.

To provide a proficient and timely service, demonstrating and maintaining our professional reputation.

About you

- You will be an experienced administrator and you will be able to turn your hand to a wide range of tasks
- You will be a team player, able to use your own initiative, detail oriented and able to work well and flexibly under pressure
- You will be able to communicate clearly, concisely and effectively at all levels; both internally and externally
- You will be highly proficient in MS Office and you will have had experience of working with CRM systems / company databases.

Key Responsibilities

Will include but are not limited to:

- Working with other staff within the organisation to ensure that there is seamless administration cover at all times
- Answering the phone, dealing with queries and redirecting calls appropriately
- Data input
- Data management and reporting (using our database, Charity Log)
- Assisting with the planning and delivery of carer events and activities (both face to face and remotely)
- Assisting with general office tasks e.g. managing incoming/outgoing post, stationery orders, arranging equipment maintenance etc
- Corresponding with carers and professionals by email and over the telephone
- Sending out mailers, invitations and surveys – either by post or digitally (using tools such as MailChimp and Survey Monkey)
- Supporting the CEO and other senior managers with confidential tasks eg. recruitment, HR paperwork, meetings and preparation of external presentations
- Assisting with social media and website updates
- Working cooperatively with the fundraising and communications team
- Attending regular staff meetings, as requested by your line manager
- Other reasonable duties as required by the organisations.

Qualifications, Experience and Competencies

- At least two years' experience of working within an administrative role
- A demonstrable ability to use all Microsoft applications to a high standard
- Excellent verbal, listening and written communication skills
- Experience of record keeping and monitoring systems
- Ability to manage own workload
- A full driving licence and access to own transport
- Be able to provide proof that you are fully vaccinated against Covid-19 unless clinically exempt

Personal Attributes

- Highly self-motivated with ability to use own initiative
- A willingness to actively participate in training and development opportunities
- A positive can-do attitude
- Commitment to the values and ethos of Carers Bucks and Carers MK