

JOB DESCRIPTION

Job title:	Administrator
Job aim:	Provide day-to-day administrative support to enable our charities to continue delivering our vital services to the highest standards.
Location:	Hybrid. A minimum of 2 days a week from home with the other days working flexibly from home or in the community, as agreed by your line manager, with attendance at our Aylesbury and Milton Keynes offices as and when required.
Annual Leave	25 days annual leave (which increase with long service) + bank holidays.
Benefits:	3 Christmas closure days (pro rata) Employee Assist Programme Free annual flu jab Free annual eye test Work equipment (laptop/phone)
Salary:	£22,842 per annum
Hours:	37 hours per week
Duration:	Fixed Term for 1 year, with possible extension.
Responsible To:	Operations Manager

Main Responsibilities:

These include, but are not limited to:

- Working with other staff to ensure that there is always seamless administration cover across the organisations.
- Answering the phone, dealing with queries, and redirecting calls appropriately.
- Data input and reporting (using our charity database for which training will be provided).
- 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.
- Corresponding with carers by email and over the telephone.

- Sending out mailers, invitations, and surveys – either by post or digitally.
- Assisting with social media and website updates.
- Other duties as reasonably required by your line manager.

Key Skills and Attributes

- IT literate, proficient in all MS packages and comfortable with handling data.
- A team player, but also able to work alone using your own initiative.
- Detail oriented and able to work well under pressure.
- Able to communicate clearly and concisely at all levels; both internally and externally.

Person Specification

Qualifications and Experience

- A demonstrable ability to use MS applications to a high standard (E)
- Excellent verbal, listening and written communication skills (E)
- Experience of record keeping and data management (D)
- A full driving licence and access to own transport (D) *(alternatively you would need to be able to ensure you could attend meetings, as required, using public transport. If you did use public transport the time taken, over and above a standard car journey, would not be included in your working day.)*

Personal Attributes

- Highly self-motivated with ability to use own initiative and manage own workload. (E)
- A positive 'can do' attitude with a willingness to get involved in a variety of tasks. (E)
- Commitment to the mission, values and ethos of Carers Bucks and Carers Milton Keynes. (E)

E = Essential

D = Desirable