

CARER SUPPORT WILTSHIRE

Job Description

Job title:	Business Support Administrator
Accountable to:	Business Support Manager
Hours of work:	22.5 hours per week Monday to Friday
Pay:	£19,847 pro rata
Contract:	Permanent

About Carer Support Wiltshire

Carer Support Wiltshire is a registered charity (Charity no: 1092762) that supports all unpaid carers, from five years upwards, in Wiltshire and Dorset. Our aim is to create a society which understands and supports unpaid carers. We operate in Dorset under the name Carer Support Dorset.

We help carers to access services, information, education and training, respite, and breaks from their caring role. We ensure they have a voice that is heard and work with health and social care professionals and employers to raise carer awareness and develop best practice.

We work towards a future where:

- Unpaid carers have better health and well-being.
- Unpaid carers can make choices about their caring role and access the right support and services for the person they care for.
- Unpaid carers needs, their voices and the contribution they make to society are recognised and valued.

Carer Support Wiltshire's Strategy & Vision

Vision: A society which understands and support unpaid carers.

Mission:

Improving life for all unpaid carers by:

- Listening to and meeting their needs;
- Providing information to give them choices;
- Giving them a voice;
- Influencing and raising awareness of unpaid caring.

Our Values: we are carer-focused, creative, have integrity, we collaborate, and we empower.

The role

Job Purpose

- To assist with business and office administration.

Main Duties and Responsibilities

To assist the administration team, by:

- Answering the telephone to carers, individuals and representatives of other organisations.
- Forwarding calls appropriately and/or taking messages.
- Provide information on other services to queries from individuals contacting CSW
- Checking and updating clients' records on Charitylog
- Booking carers onto activities or setting actions for other team members on Charitylog as needed
- Greeting visitors to the office
- Monitoring staff lone working
- Undertaking other administrative tasks as required, such as opening and processing incoming post, franking outgoing post, making up/sending out information packs etc.
- Provide carers with initial advice and information including relevant contacts
- Ensure new carer details are accurately added to the Charity log system
- Date input from front line services including group services and new queries and referrals as part of the tirage system
- Maintain a digital resources bank of support, advice and information for staff use.

General Requirements

The post holder will be expected to:

- * Possess the essential skills as detailed in the person specification
- * Adhere to and uphold Carer Support Wiltshire's mission, strategic aims, values, policies and behaviours framework, acting with integrity and maintaining the highest professional standards at all times
- * Maintain a confidential, sensitive, and discrete approach to personal, sensitive and organisational information
- * Contribute to a culture of equality and demonstrate a commitment to removing all forms of discrimination as a colleague and service provider
- * Attend meetings and 1-1 support including appraisal when required.

- * Represent the organisation in a positive manner
- * Work collaboratively as a member of a small team including volunteers and to attend and actively contribute to team meetings
- * Actively identify own training needs and personal development, and to participate in training sessions when required
- * A flexible approach is required for this role and you may be asked to undertake other duties from time to time as determined by your line manager and in keeping with the purpose of the post and after consultation with the post holder