

Job Description

Title:	Admin & Marketing Assistant
Hours:	37.5 hours per week <i>(A job share would be considered)</i>
Office Base:	Carers Plus Yorkshire, 96 High Street, Snainton <i>(If more flexible working arrangements are required, this will be considered and determined based on collaboration with yourself and your needs/organisations needs as part of the recruitment process)</i>
Accountable to:	Chief Executive Officer
Line Management:	Office Manager
Contract:	Open (specifics reviewable annually)

Job Summary:

We are seeking an enthusiastic and organised Admin & Marketing Assistant to support our growing organisation. This vital role sits within the admin team and works closely with the Senior Management Team to ensure efficient support is provided across all services and areas.

The post holder will be responsible for a range of administrative and reception duties, acting as the first point of contact for clients via email, phone, and in-person. They will also play a key role in delivering effective marketing and communications strategies to raise awareness of our work and increase engagement across various platforms. This is a dynamic position that involves working with staff across all departments to keep day-to-day operations running smoothly and to help amplify the impact of the organisation's mission and objectives.

Key Duties:

Admin & Reception

- Provide front desk reception duties for the office which includes handling of phone calls from clients, staff and professionals in a timely, friendly and professional manner.
- Receive and greet visitors in a professional and warm manner
- To process incoming and outgoing mail, including e-mail in accordance with agreed procedures.
- Help with the general upkeep of the whole Office to ensure it is tidy, clean and well stocked (between weekly cleaner's session)
- To take client referrals and diarise client appointments in accordance with agreed procedures.

- To maintain accurate client records in computerised database (Charitylog), from initial referral to closure and evaluation.
- To maintain monitoring and recording systems, using Charitylog data base (training given)
- To take and process enquires from the general public, professionals, statutory and voluntary agencies ensuring an efficient, courteous and friendly service at all times.
- General documentation, printing, scanning and filing duties
- Procurement of stationery.
- To provide administrative support to the CPY staff.
- To provide administrative support at external events eg: AGM
- Assist in any ad-hoc duties, projects and activities as and when required.
- To be part of the main buddy group for CPY staff when they are out on client visits, (in-line with Personal Safety and Lone Working Policy procedures)

Marketing

- To help ensure the organisation's branding is maintained (adhering to brand guidelines) and used on all types of communication materials.
- To produce branded information as necessary while complying with the organisation's marketing plan.
- To effectively use and maintain marketing platforms and tools
- To be main user of the organisation's social media platforms putting out information under the direction of the Office Manager
- To support the Office Manager in the maintenance of the organisation's website and production of the quarterly newsletter.

IT

- Use of Client database (Charitylog)
- Use of MS Office package
- To provide immediate IT support to staff and volunteers and to facilitate access to more specialised help when required.

General Duties:

- To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
- To comply with Carers Plus Yorkshire's policies and procedures and maintain the standards and code of conduct required and expected by the organisation.
- To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
- To support the work of individual CPY volunteers as required and requested.
- To identify and agree with their Line Manager their own training and development needs and seek ways to address them.
- To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings and be an active participant in meetings.
- To provide appropriate cover for staff absences.
- To represent Carers Plus Yorkshire at a local or regional level if required.
- To work with the whole team to support promotion of CPY services and to undertake any tasks required to raise awareness of the services offered.

- To take responsibility for specific pieces of 'project' work in line with agreed project work plans and in agreement with the Chief Executive Officer.
- Any other duties as required to support the organisational priorities and Business Plan, in agreement with Chief Executive Officer.
- To be flexible with contracted hours as required by carers and Carers Plus Yorkshire and in agreement with Line Manager.

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This Job Description is not meant to be exhaustive, and the organisation reserves the right to require the job holder to be flexible and perform duties other than those listed according to the changing requirements of the organisation.

This job description may be reviewed in consultation with the postholder from time to time.

April 2025