

## Job Description

**Title:** Administrator

**Hours:** 37.5 hours per week.

**Base:** 96 High Street, Snainton, Scarborough, YO13 9AJ

**Line Management:** Admin and Data Lead

**Contract:** Open

### Job Summary:

To be the first point of contact to all external sources - handling phone calls and receiving visitors to the office in a professional, friendly and warm manner. To provide accurate and efficient administrative support to meet the needs of the Organisation and to ensure a professional and knowledgeable service is provided to both clients and professionals. Proficient in the use of Microsoft packages and CRM systems.

### Key Duties:

#### Administration

- To provide reception duties, including the handling of phone calls and face to face contacts, in a timely manner. All such enquiries completed with a helpful, courteous and welcoming approach, whilst maintaining confidentiality at all times regarding staff and clients.
- Liaise and build relationships with staff, clients, professionals, external agencies and other visitors.
- Sort and distribute incoming mail (including email) and prepare outgoing mail.
- Provide support for diary management, events, meetings and appointments, taking and distributing notes as required.
- Creating and maintaining rotas for client bookings.
- To be a proficient user of IT, specifically MS Office 365 applications and experienced in the use of databases, though training will be given in our bespoke CRM systems.
- Accurate and efficient inputting of data onto various CRM systems/databases. .
- To provide general admin and IT support to the CPY team.
- To undertake, with complete discretion and in confidence, tasks as directed which may be of a sensitive and confidential nature as required by the SMT.

### **Client Services**

- To process client referrals in accordance with organisational procedures.
- To arrange/book client appointments.
- To create and maintain accurate records using CRM databases (Charitylog and Outcomes Star)

### **Personnel and General Office Management**

- To manage office resources and administration-based equipment, including the procurement of stationery, organisational equipment and associated tasks, such as stock control.
- To assist with any Health and Safety tasks as required to ensure that the office is a safe place to work and visit.
- To assist with and participate in the general security of staff and premises, in line with company policies.

### **General**

1. To maintain strict confidentiality over personal information relating to individuals, being GDPR compliant
2. To understand and comply with CPY Safeguarding Policies and Procedures and undertake training as required for your role.
3. To maintain monitoring and recording systems, using Charitylog data base (training given)
4. To assist in maintaining an accurate and comprehensive information resource which is accessible to staff, carers and other agencies.
5. To support the work of individual CPY volunteers as required and requested.
6. To advise Carers Plus Yorkshire of ways to improve its own service and other services for local carers, using knowledge and experience gained from carers themselves, and to record unmet need.
7. To comply with Carers Plus Yorkshire's policies and procedures
8. To identify and agree with his/her Line Manager his/her own training and development needs and seek ways to address them.
9. To prepare for, attend and contribute to regular one-to-one supervision sessions and team meetings.
10. To provide appropriate cover for staff absences.
11. To represent Carers Plus Yorkshire at a local or regional level when required.
12. 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.
13. Any other duties as required to support the organisational priorities and Business Plan, in agreement with the SMT.
14. 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 may be reviewed in consultation with the postholder from time to time.**

November 2022