

## **Job Description**

### **Nottinghamshire Administrator**



SALARY: (Per annum, Pro rata)

Probation: £17,445

Basic: £17,909

Grade 1: £18,503

Grade 2: £19,178

HOURS: 18 hours per week

**OFFICE LOCATIONS: Ripley**

#### **GENERAL:**

Responsible directly to the Board of Trustees of the Company and accountable on a day to day basis to the Administration Manager or other nominated person.

To work to further the aims of the Company as laid out in the Memorandum and Articles of Association and as directed by the Board of Trustees.

#### **DUTIES:**

##### **Team membership**

- Proactively works with all members of staff at Carers Association, all visitors and telephone callers to identify their needs and assist them in obtaining the services and support they require.
- Establishes positive working relationships with colleagues, volunteers, Carers, Funders and visitors.
- Proactively supports the Administration Manager and other staff, particularly those within the Nottinghamshire service.
- Proactively works with the staff on site to identify and provide an effective Nottinghamshire administrative service including:
  - a. Making appointments
  - b. Arranging meetings, including booking venues, arranging for appropriate refreshments and ensuring equipment needs are identified and provided for.
  - c. Answering telephone calls and managing correspondence as required.
  - d. Acting as minute secretary at appropriate meetings

## Using Resources

### Delivering services

- Delivers efficient and effective administrative office services for the Nottinghamshire Service including:
  - a. Photocopying documents
  - b. Recording incoming and outgoing mail.
  - c. Franking/stamping and posting outgoing mail
  - d. Monitoring and maintaining stock records of stationery and marketing materials.
  - e. Compiling information for distribution to Staff, Carers and other organisations as appropriate and required.
  - f. Organising regular staff meetings with external bodies, forums, conferences and Carer Events.
  - g. Maintaining an efficient filing system for the Nottinghamshire Service.
  
- Provides the administrative management service for all volunteers at the Nottinghamshire Engagement and Promotion Service including:
  - a. Maintaining records of all activity
  - b. Providing regular reports on volunteer activity to Head Office
  - c. Actively monitoring the performance and effectiveness of volunteers
  - d. Liaising with Councils for Voluntary Services, Volunteer Bureau and other relevant organisations in order to recruit suitable volunteers
  - e. Providing information on volunteering opportunities which encourages active engagement.

Actively maintains the information storage and retrieval systems (manual and computerised) including:

- a. Partners database
  - b. Volunteer records
- Designs and produces simple posters/flyers and other computer generated communications materials.
  - Actively supports good practice approaches to maintaining confidentiality, identifies and reports any breaches in good practice.
  - Actively supports the training and development of other staff and volunteers.

### Managing Self

- Proactively works with others to identify opportunities for continuous improvement of services and systems.
- Proactively identifies and acts to mitigate Health and Safety risks.
- Is accountable and transparent in all business dealings and administrative activities.

- Positively engages with and welcomes further training and development.

### **Essential requirements**

- NVQ3 Business Administration Qualifications
- Evidence of understanding the needs of Carers and the pressures they face.
- Evidence of understanding the particular demands of working with and supporting volunteers.
- Evidence of ability to effectively use IT including using Word, Excel, Database systems, e-mail and the internet