



# ADMINISTRATOR

**Salary:** £22,050 per annum pro rata  
**Hours:** 35 hours per week

## Hybrid Working

To be the first point of contact for incoming calls and digital enquires to Durham County Carers Support, signposting Carers and Professionals to the appropriate internal or external resources as necessary. Provide administrative support to the Organisation providing a wide range of tasks as outlined below

### ➤ Responsibilities

1. To welcome Carers visiting the office, take all calls to the organisation and to direct Carer related calls to the appropriate person / team
2. First point of contact for Carers making contact via TAWK (webchat), Facebook, telephone and text
3. To have a basic understanding of the services and support available to Carers in County Durham
4. To maintain accurate records of contacts with carers on the database, assist with data gathering and monitoring.
5. To support office volunteers to ensure they are work under supervision.
6. To contribute to maintaining the Quality Assurance system
7. To register new carers and record accurately onto Charitylog carers database.
8. Open & distribute post and frank outgoing post ensuring it is mailed each evening.
9. Purchase and arrange Carer Breaks and Grant items for Carers using DCCS credit card in-line with the Financial Policy, accurately storing receipts ready for monthly reconciliation.
10. To manage, respond to and distribute admin emails
11. Record compliments and suggestions received from Carers
12. Liaise with suppliers, i.e. maintain insurance records of complimentary therapists
13. Work as part of a team in developing and reviewing 'Carer Friendly Discount Card'

### ➤ General Requirements

- Ability to organise own workload and manage time effectively
- The post holder must be able to work alone as well as an effective member of the team.
- Contribute to the development of Carers services
- To report regularly to the line manager
- To participate in an annual appraisal
- To work within all of the Policy and procedure frameworks established by Co. Durham Carers Support
- To undertake other duties from time to time as determined by the line manager, in keeping with the purpose of the post and after consultation with the Post holder
- Support the organisation with its Green commitments

➤ **Eligible candidates must complete application form and email to [Liz.johns@dccarers.org](mailto:Liz.johns@dccarers.org)**

### ➤ Support

- The post holder will receive line management support and supervision
- Attend DCCS team meetings
- Participate in training as appropriate

The nature of tasks may vary from time to time without altering the level of responsibility. Any authorised travel will be reimbursed at the current agreed rate

This job description will be reviewed during annual appraisals in the light of the needs of the organisation and following consultation with the post-holder

### ➤ Essential

- NVQ Level 2 in Business Administration (or equivalent)
- Demonstrate excellent skills in Microsoft Office Packages including 365, word, excel, outlook and powerpoint
- 2 years previous experience of working in an administrative setting
- Experience of dealing with incoming calls
- Experience of talking to people in distress
- Experience of using databases to record Client details
- Willingness to work flexibly
- Sound understanding of client confidentiality
- Excellent skills in accuracy and attention to detail
- Desire to work as part of a team
- Ability to work on own initiative
- Understanding of the needs of Carers

### ➤ Desirable

- NVQ Level 3 in Business Administration (or equivalent)
- Experience of using Charitylog as a CRM
- Previous experience of working within the voluntary sector

The role is based at the offices of Durham County Carers Support in Spennymoor however the jobholder may be required from time to time to work anywhere within the County of Durham.

➤ [www.dccarers.org](http://www.dccarers.org)

