

Gaddum



Job Description: Salford Carers Team Administrator

Job Title: Team Administrator

Accountable to: Chief Executive

Responsible to: Assistant Head of Operations

Reporting to: Carers Salford Programme Manager

Location: Gaddum, Royce Road, Hulme, Manchester, M15 5BJ

Salary: £19,312.00

Hours: 35 hours per week

Contract: Permanent

Context

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester. Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities. Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work across four Greater Manchester authorities, Manchester, Rochdale, Salford and Stockport.

Job Summary

To provide logistical and administration support to ensure the smooth and efficient running of Salford Carers Service and Shine Young Carers Project – both teams work as one large team to provide quality support to unpaid Carers. To provide effective administrative support to the Salford Carers Service (including Shine) team to ensure efficient service delivery; to support the team to organise events and activities to raise the profile and support carers of all ages in Salford (Shine Young Carers Project works also in Manchester).

Duties and Responsibilities

- To act as the first point of contact for Salford Carers Service and Shine Young Carers Project ensuring people receive the relevant information, guidance or referral they require.
- To maintain and develop efficient, clear and effective administration systems that support the running of Salford Carers Service and Shine Young Carers Project.
- Support the organisation of regular and one-off events for Salford Carers Service and Shine Young Carers Project, overseeing the administration, resource allocation, including the development of event organisation plans for the range of events and activities provided by Salford Carers Service and Shine Young Carers Project.

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- Develop systems to enable monitoring and evaluation activities are effective and timely.
- Develop a range of resources that enables clear marketing and promotion of Salford Carers Service and Shine Young Carers Project across Salford and a range of mediums.
- Arrange and administer internal meetings including room bookings and minute taking.
- Coordinate the room booking process for the meeting rooms at the Gaddum office.
- To implement and maintain office administration systems including: post, phones, stationery ordering and processing of any invoices etc.
- To support with the organising of maintenance work and coordination of resources/supplies needed for the office.
- To coordinate the referrals ensuring they are recorded onto the database and passed to the appropriate Team Coordinator.

Contract Monitoring

- To support the team and the Carers Salford Programme Manager to ensure timely collation of monitoring reports and support the Head of Carers Services to produce accurate and informative reports to funders etc.
- Support the team to ensure accurate recording of data including the correct data supplied by referrers.

Development and Marketing

- Develop effective marketing materials to promote Salford Carers Service and Shine Young Carers Project including the monitoring and administration of social media channels.
- Oversee the production of the Salford Carers Service and Shine Young Carers Project newsletter, ensuring high quality and informative content which reaches a wide range of professionals and carers alike.

Administrative Support

- Provide general office and administrative support to Salford Carers Service and Shine Young Carers Project.
- To work as part of the Salford Carers Service and Shine Young Carers Project team ensuring that the office is covered as required for service delivery.
- To support induction for new staff, trainees or volunteers.
- Provide clerical support for events, meetings and activities.
- To ensure compliance of basic HR & Health & Safety requirements e.g. supervision, appraisals, maintenance of professional body membership, insurance, fire drills etc.
- To help coordinate DBS checks for Salford Carers Service and Shine Young Carers Project liaising with HR at Gaddum.
- Develop and implement systems to aid Salford Carers Service and Shine Young Carers Project staff to ensure the service is operating as efficiently as possible.

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Events & Activities

- Develop event organisation plans for the range of events and activities delivered by Salford Carers Service and Shine Young Carers Project.
- Support teams to administer delegate and attendee lists.
- Support teams to develop effective event planning for the year with specific support for annual events i.e. Carers Week, Young Carers Action Day & Carers Rights Day.

Additional Duties and Responsibilities

- Promote the work of Gaddum and safeguard its good name and reputation at every opportunity.
- Promote Gaddum events and activities
- To adhere to Gaddum Policies and Procedures.
- To be aware of personal safety and security when carrying out work.
- To promote the work of Salford Carers Service and Shine Young Carers Project.
- Adhere to Gaddum Safeguarding Policy and report any concerns regarding an individual's safety.
- To maintain privacy and confidentiality in line with Gaddum policies and procedures.
- To respond to enquiries and calls coming into the centre in a professional and knowledgeable way.
- All other duties reasonably associated with the role associated with the role.
- Attend events for Salford Carers Service and Shine Young Carers Project as required.

The details contained in this job description, particularly the principal accountabilities reflect the content of the job at the date the job description was prepared. It should be remembered, however, that it is inevitable that over time the nature of individual jobs will change; existing duties may be lost and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

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Salford Carers Service Team Administrator – Person Specification

Criteria	Essential	Desirable	Assessed
<p>Qualifications/ Experience</p>	<p>Maths and English GCSE at grades C or above (or equivalent qualification).</p> <p>Experience of providing administrative support including events & activities and undertaking evaluations.</p> <p>Experience of developing and implementing event planning tools as well as wider administrative mechanisms.</p> <p>Experience of preparing data for reports.</p>	<p>Experience of working in the third sector.</p> <p>Experience of working with unpaid carers.</p>	<p>Application/interview/ documents</p>
<p>Skills and Abilities</p>	<p>High quality ICT skills and proficiency especially in the use of Microsoft Office.</p> <p>Demonstrable experience of using database systems for record keeping and the management of data.</p> <p>Demonstrable ability to communicate with a wide range of people.</p>	<p>The ability to build and maintain relationships with health professionals, social workers and the general public.</p> <p>Have experience of working within social and health care services.</p>	<p>Application/Interview</p>

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	<p>Excellent verbal and written communication and negotiation skills.</p> <p>Experience of collating data and preparing reports.</p> <p>Very well organised, able to prioritise and plan own work and work to meet deadlines.</p> <p>Experience of working effectively and independently in a small team.</p> <p>Ability to deal with external enquiries, which may at times maybe of a challenging or complex nature.</p>		
<p>Knowledge</p>	<p>Understanding of, and demonstrable commitment to, ensuring equal opportunity.</p> <p>An understanding of Equality and Diversity duties in the workplace.</p> <p>Knowledge of events administration.</p> <p>Able to produce promotional materials, programmes, evaluations using a variety of Microsoft packages.</p>	<p>A robust understanding of Safeguarding.</p> <p>A good knowledge of agencies, organisations and professionals within Salford</p> <p>Knowledge of issues facing unpaid carers.</p> <p>Knowledge of structure of community care, health and voluntary sector.</p> <p>Knowledge of statutory services.</p>	<p>Application/Interview</p>

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Values and Personal attributes	A commitment to Gaddum values. A commitment to equality and diversity. A non-judgemental attitude. Flexible and positive work ethic. The post holder must display integrity, honesty and good judgement. A team player, working well to support colleagues in delivering a high-quality service.	Knowledge of Gaddum and its services.	Application/Interview
Other Requirements	Ability to travel independently as required by the role. Flexible approach to working hours and ability to work unsociable hours (evenings and weekends) to meet the needs of the service.		Application/Interview