Gaddum

Job description: Carers Manchester Administrator
Date: 17th September 2025

About Gaddum
Gaddum is a mental health and carers charity supporting people of all ages. As well as providing services we act as an anchor institution to support the sustainability and development of the wider VCSE sector. Our vision is for every individual and community we walk alongside to have equitable health, wealth and self.

Our Mission:
Being almost 200 years old, Gaddum has seen some of the most challenging and inequitable times in the UK's history, and the world we are living in is still one where so many don't have the opportunities or resources they need to achieve their aspirations. Today we continue our mission – and we will do this by supporting, influencing, and campaigning as we push for equitable health, wealth and self.

We amplify the voices of the communities we serve, and we empower individuals to overcome challenges by listening, supporting, and advocating for their needs.

We believe…

- everyone has mental health, and it is as important as physical health
- life can be hard, and everyone needs a helping hand sometimes
- everyone has a right to support, when and how they need it, and that no one should be overlooked
- in being of service by holding the whole individual at the heart of our approach and embracing solutions that lie within communities
- there is injustice in the world but both systems and society can change for the better
- we can be agents of positive change; working with others, learning from diverse lived experience, and advocating for fairness

Our Values…
…are our foundations – they are what holds us firm in uncertain times, and they are our reference point for all that we do. We value:

Being Heard:	no matter why or how someone finds their way to us, we will listen
Collaborative Curiosity:	harnessing our skills, knowledge, talents and the insights of others, we create new possibilities by exploring with people
Purposeful Work:	paying attention to others' needs and voices, we channel our resources into actions and outcomes that matter to the people we serve
Meaningful Connection:	treating every individual as a whole person, developing relationships through empathy and acceptance

Gaddum

Job description: Carers Manchester Administrator
Date: 17th September 2025

Thoughtful Safe Services: providing clear reasons for decisions and efficient, safe and effective practices, we earn confidence and trust by focussing on quality

Job Title:	**Carers Manchester Administrator**
Accountable to:	**Programmes and Strategy Director**
Reporting to:	**Carers Manchester Network and Engagement Coordinator**
Location:	**Hybrid; based at Green Fish Resource Centre on Wednesdays**
Salary:	**£13,759.20 (pro-rata equivalent of £22,932)**
Hours:	**21 hours per week**
Contract:	**Permanent**

Carers Manchester is a partnership of Statutory and Voluntary Sector organisations who work together the plan, enhance and deliver advice and support services for unwaged carers in the city. Through working together, the Carers Manchester Pathway is in place, which supports carers being able to access the right advice and support at the right time in their caring journey.

Gaddum plays a key role in managing the development of the Carers Manchester Pathway, in supporting a network of voluntary sector organisations, ensuring that the carers voice is heard in everything that we do and delivering a Carers Helpline.

Following the recent award of an extension to our current contract we are looking for an administrator to support us in managing a number of workstreams which will enhance the provision of services for unpaid carers in the city.

Main Duties and Responsibilities

Amongst the core tasks in this role will be to:

- Arrange and take minutes of a number of Carers Manchester meetings.
- Support the delivery of a number of projects and workstreams co-ordinated by Gaddum.
- Take responsibility for receiving and inputting data into databases and spreadsheets.
- Provide an initial point of contact for carers and professionals contacting our services.

You could be the person we are looking for if you have:

- Excellent IT skills.
- Ability to collate and input data onto data management systems.
- Experience of working within an administration function.
- Have excellent verbal and written communication skills.

Gaddum

Job description: Carers Manchester Administrator
Date: 17th September 2025

For any queries regarding the role, please do not hesitate to get in contact for an informal discussion.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job on 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.

All staff are expected to work within all Gaddum policies and procedures. This role is subject to a Basic DBS check.

Person Specification – Carers Manchester Administrator:

Criteria	Essential	Desirable	Assessed
Qualifications & Training	Maths and English GCSE at grades C or above (or equivalent qualification).		**Application**

Gaddum

Job description: Carers Manchester Administrator
Date: 17th September 2025

Knowledge & Experience	1 year's experience of providing administration support. Evidence of continuous professional development. Understanding of, and demonstrable commitment to, ensuring equal opportunity. An understanding of equality and diversity duties in the workplace. A robust understanding of confidentiality. Experience of facilitating and taking minutes of meetings.	Knowledge of issues which affect carers Knowledge of safeguarding practices. Experience of collating data and preparing reports. Experience of using database systems for record keeping and the management of data.	**Application/ Interview**
Skills & Abilities	High quality ICT skills and proficiency especially in the use of Microsoft Office packages. Demonstrable ability to communicate with a wide range of people. Excellent verbal and written communication and negotiation skills. Very well organised, able to prioritise and plan own work and work to meet deadlines. Ability to offer basic information over the telephone. Ability to work with databases.	Understanding of how social media can be utilised to publicise training events	**Application / Interview / Test**

Attitudes & Values	Committed to the values of Gaddum. Non–judgmental attitude. A flexible & positive work ethic. Demonstration of a commitment to equality and diversity.		**Application/ Interview**
Others	Flexible approach to working hours to meet the needs of the service. Ability to travel within the Manchester area to support events and meetings with partners.	Ability, with advance notice, to working evenings & weekends if required by the organisation to support events for carers.	**Application/ Interview**