**Job Description**

**Employer: Care for Carers**

**Title of Post: Administrator**

**Responsible to: Care for Carers CEO**

## Purpose of Job

1. To support the management, communication and delivery of existing services and new developments for carers
2. To support the management of online Case Record Management Systems
3. To contribute to the implementation of local regeneration and citywide/ national Carers strategies and targets by systematic carer outcome evaluation.

## MAIN TASKS

1. **Administrator**

* To support the administration and management of the Case Record Management systems which Care for Carers uses, currently Charitylog and OutNav, on a day-to-day basis.
* To support the team at Care for Carers in using these online systems, inputting data and maintaining administrative tasks required.
* To support the collection of quantitative and qualitative data.
* To input data, extract data and provide reports on project activities and outcomes as required
* To work with the Care for Carers team to maintain and develop our programme of services.
* To be a motivated team worker, able to work in partnership and build positive working relationships.
* To be able to self manage workloads.
* To be proficient in IT, database and excel programmes.
* To maintain records and undertake office administration including inputting accurate records on casework, electronically, using an online case management system and managing paper-based records.
* To provide daily administrative tasks in relation to office management, filing and organising.
* To support communication via various Social Media options.

1. **Financial**

* To provide monitoring information as required.
* To support the CEO in contract management

1. **Development and networking**

* To take part in opportunities for joint working and collaboration with other agencies (local, citywide and national) and employers, which will extend the provision of services for carers
* To contribute to the development and implementation of local regeneration and citywide carers strategies and targets

#### General requirements of post

* To be able to problem solve and respond to requests for assistance from staff and management.
* To carry out all duties with due regard to equal opportunities
* To carry out any non-recurring duties that arise occasionally

**Condition of Service**

The rate of pay will be £24,313 (pro rata for 28 hours per week). Ongoing funding will be sought for this post.

Care for Carers are members of the NEST Workplace Pension Scheme and this post is eligible. Care for Carers contributes 5% and workers contribute 3%.

**Holidays**

Annual leave and public holidays will be pro rata. Staff are entitled to 4 weeks annual leave. Care for Carers recognises 10 public holidays over the year.

**Expenses**

Mileage allowance will be paid at 45p per mile.

**Notice of Termination of Employment**

The period of notice terminating tenure of the post is one month on either side.

**Equal Opportunities**

Care for Carers is working towards being an equal opportunities employer. Care for Carers has a positive approach to working with volunteers and all staff are engaged with this.

**Assignment and Review of Work**

* The post holder’s work will be assigned, supported and directed by Care for Carers Senior Administrator and CEO.
* The post holder will report and be accountable to the Management Committee.
* The post holder will be supervised by Care for Carers CEO.

**Responsible For**

* Managing own workload
* Supporting the monitoring and reporting of services
* Managing all administration in relation to the work
* CRM management and staff support

##### PERSON SPECIFICATION

#### Essential skills, knowledge and experience required for this post

* Knowledge of Health, Social Care and/or Voluntary Sector services
* Experience and/or knowledge of the third sector in Scotland
* Excellent data and system management skills
* Excellent problem solving and analysis skills
* Excellent interpersonal and communication skills

### An understanding of and sensitive approach to the needs and difficulties faced by Carers

* The ability to work on own initiative and to prioritize and plan workload
* Ability to be innovative and creative
* Be a strong team player, able to build positive working relationships
* Good written skills
* Excellent IT skills, including database and Excel programmes, social media, web based online CRM and Microsoft office packages
* Understanding of outcomes focused work