

Person Specification and Job Description for the post of:

## **Carer Administration Manager**

<b>POST</b>	Carer Administration Manager
<b>EMPLOYER</b>	VOCAL
<b>SALARY</b>	SJC scale SCP54, £17.16 per hour - £32,235 per annum VOCAL will match up to 6% pension contribution 33 days paid leave plus 6 public holidays
<b>HOURS</b>	36 hours per week with some occasional evening and weekend work
<b>LOCATION</b>	The postholder will work from VOCAL's Edinburgh Carer Hub at 60 Leith Walk, EH6 5HB with occasional meetings in Midlothian
<b>CONTRACT</b>	Permanent

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### **Purpose of the post**

The post holder will lead the delivery of administrative support to VOCAL, based at its busy Edinburgh Carers' Hub in Leith.

Working closely with VOCAL's service leads, the Carer Administration Manager will play a central role in supporting the day-to-day administration of the organisation and line managing a small team of staff with administrative responsibilities (Carer Training, Wee Breaks, Carer Support, Centre Co-ordination). The postholder will ensure that administrative processes operate smoothly and efficiently to deliver a seamless provision of support to carers.

The role will lead on the delivery of administrative support to VOCAL's Carer Training Programme and work closely with the Training Officer to ensure a positive experience for carers engaging with the service.

The role will also include providing some administrative support to the HR Co-ordinator on an ad hoc basis.

### **Improved outcomes for carers**

The postholder will contribute to VOCAL Edinburgh's eight carer outcomes and support carer evaluations to ensure:

- Carers will report being better informed about issues linked to their caring role
- Carers will report improved confidence in their ability to shape services and support
- Carers will report improved confidence in managing their caring role
- Carers will report improved physical and mental wellbeing
- Carers will report improved confidence in their ability to deal with changing relationships resulting from the caring role
- Carers will report improved social wellbeing
- Carers will report improved financial wellbeing

- Carers will report improved personal safety in relation to their caring role
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## **Person Specification**

The post holder is expected to evidence:

- Previous experience in a comparable position
- Line management experience
- Excellent administrative skills, including data entry
- Experience of developing and streamlining administrative processes and procedures
- Excellent IT skills including Microsoft 365 (SharePoint, Teams and Outlook), case management systems and databases
- Experience in delivering excellent client/customer service
- Experience of liaison with contractors, supplier and other third party agencies
- Experience of maintaining detailed electronic client records, registrations, and attendance

## **Knowledge**

- An understanding and commitment to carers
- An understanding of GDPR and data protection guidance
- An excellent understanding of administrative practises and management

## **Skills**

- Excellent interpersonal and conversational skills that allows effective communication
- Effective line management skills and techniques (eg. coaching)
- Ability to use web-based tools and digital platforms
- Good literacy and writing skills with ability to write interactive training and workflows for staff
- Ability to deal with carers, professionals and members of the public in a sensitive and person-centred manner
- Proven ability of organising, prioritising and managing own workload
- Ability to work collaboratively to co-produce positive outcomes in a timely manner

## **Desirable**

- Experience working with carers
  - Knowledge of CRM and CMS systems including WordPress (or similar)
  - Experience working with and/or managing volunteers
  - Full Driving Licence and access to a car
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## **Job Description**

### **Role and Responsibilities of the post**

- Line manage the Centre Co-ordinator and relevant administrator posts.
- Lead the delivery of general administration tasks for lead officers and the wider Edinburgh team, including lead responsibility for the administration of VOCAL's Training and Wee Breaks services, and providing the HR Coordinator with administrative support as required.
- Lead the inputting, monitoring and reporting from various IT systems to maintain accurate client records and support service evaluation and improvement. This will involve compliance with data protection guidelines, data input and extraction, basic data analysis and presentation of results.
- Lead responsibility for ensuring administrative systems and processes operate smoothly and are understood by staff and volunteers as necessary. This will involve supporting lead officers with reviewing and dissemination of revised processes and procedures.
- Support the Centre Co-ordinator in the management of health and safety and building management.
- Ensuring a high standard of clerical work (typing, filing, document management).

### **Administrative Duties**

The role will be responsible for the provision of a range of administrative support to lead officers and internal services such as carer training, carer support, Wee Breaks and HR.

This will include, but is not limited to:

- Ensuring carers are provided with service information and appointments
- Ensuring visitors to the Carers' Hub receive a warm and professional welcome
- Ensuring good data capturing for new referrals and clients to bespoke recording systems and monitoring accuracy of inputting on a regular basis
- Overseeing service meetings including setting dates, collation and distribution of agendas, papers and the taking of minutes
- Providing support to the Centre Coordinator and Carer Support Team to ensure reception duties are covered during operating hours which will include answering phones, responding to emails and web chat functions
- Ensuring entry points to the service are monitored and queries and referrals are answered in line with service targets
- Supporting the planning and co-ordination of duty and late-cover rotas
- Overseeing office management including mail collections, deliveries and orders to suppliers
- Adhering to health and safety, including lone working policy
- IT troubleshooting and escalation to VOCAL's IT support company
- Supporting events and activities administration, including event management on Carer Training Website

- Supporting the arrangement of carer events and activities, including booking venues, facilitators and catering
- Ensuring carers are informed and prepared to attend events and activities
- Supporting post-event administration, including evaluation, attendance recording, management of invoices
- Supporting the HR Co-ordinator with administrative tasks on an ad hoc basis

### **General Duties**

The post holder will be expected to consistently and effectively perform a number of general duties:

- Work with and support any volunteers assigned to facilitate the work of the post holder
- Comply with Carer Centre policies and procedures such as confidentiality policy, telephone and recording procedures, lone working policies, etc
- Comply with and contribute to VOCAL's work of continuous quality improvement
- Participate in VOCAL staff team and development meetings
- Support the delivery of the Duty rota as required and during periods of staff absence

### **Accountability, Management and Development**

The post holder will benefit from a structured induction programme within the first month of appointment, followed by a six month probation period.

The post holder will ultimately be accountable to the Board of Directors. For line management, supervision and support the post holder will be answerable to the Carer Services Manager.

VOCAL acknowledges its responsibility to help identify training needs of staff and to allow reasonable time and resources for staff training, where such training furthers the duties and responsibilities of the post.

Emphasis is placed on team accountability and mutual support.

The post holder will be expected to carry out the duties of this post with due regard to Equal Opportunities and non-discriminatory practice.

### **Conditions of Service**

The post is initially advertised at 36 hours per week over 5 days. There may be some flexibility over the distribution of hours that will form the normal working week. Occasional evening and weekend work may be required.

VOCAL offers a range of contractual benefits, including:

- generous annual leave entitlement of 33 days plus six public holidays (pro rata for part-time staff). This increases with length of service.
- a 6% pension contribution that increases with length of service
- enhanced maternity, paternity and adoption pay
- paid Carer's Leave
- enhanced sick pay
- a Cycle to Work Scheme.

The postholder will be expected to become a member of the Protection for Vulnerable Groups (PVG) Scheme (Adults).