

Carers of East Lothian (CoEL)
Job Description

Job Title **Admin & Finance Manager**

Job Purpose **To provide administrative, operational and financial support, to the core work of the organisation. To effectively manage the Admin Team to achieve this.**

Main Duties

Reception / Carer Focus

1. Supporting unpaid carers is what CoEL is all about and we aim to provide excellent customer service. Ensure that CoEL provides a friendly first point of contact for carers. Ensure that Admin service is available to the public, carers, and CSWs during normal opening times.
- Respond to both carers and professionals sensitively and confidentially by taking referrals, ensuring that their initial concerns and questions are addressed and passing them on to the relevant staff members for detailed response.
- Deal with visitors, incoming correspondence, including referrals and web-referrals, e-mails, calls and messages accurately and ensure that these are promptly passed to other members of staff as appropriate and flagged where urgent.

Administration

- Maximise admin support available to CSWs, while ensuring other admin and finance responsibilities are maintained.
- Maintain the information in our database to keep it as accurate and up to date as possible.
- Ensure that paper and electronic records are maintained in accordance with CoEL policies and the Data Protection Act and GDPR and proactively promote good practice amongst colleagues.
- Develop, implement, and regularly review appropriate admin systems to ensure the work of CoEL is achieved effectively and efficiently.
- Charity Log: Attend Charity Log Users Group meetings: provide feedback on planned enhancements and any changes made to the system; suggest any enhancements to it, ensure any issues with the system are picked up and resolved as quickly as possible, make changes to the system, to improve processes and information in it, as and when required, keep Management and staff informed.
- Staff absence, leave etc. - ensure appropriate systems are in place and up to date records are maintained.
- New staff joining /staff leaving CoEL: set up /remove from all the relevant CoEL systems, i.e. Charity Log, Flexplanner, payroll, etc; and ensure CoEL equipment required (e.g laptop) is supplied /returned.

- Produce reports from database for CSWs and Management.
- Maintain an up to date asset register for the organisation.

Finance

- Manage CoEL's day to day finances, ensuring that it works to high standards of financial management and accountability.
- Monthly Payroll – pay staff, HMRC payments and Pensions contributions correctly and timeously.
- Pay invoices due timeously and maintain records.
- Monthly check of bank accounts via Quickbooks. Review accounts at year end to check no discrepancies.
- Gift Aid – monitor payments due to CoEL and claim from HMRC as / if necessary.
- Cost effectively manage services and resources to CoEL and its office.

Health and Safety

- Administer the organisation's Health and Safety policies including ensuring that appropriate records are maintained of staff training and induction, fire drills, etc and ensure that systems are followed to record and address accidents, incidents and concerns.
- Ensure that appropriate equipment is regularly tested as required (including PAT testing and testing of Fire Appliances), that timely action is taken to address any problems identified and that appropriate records are maintained.
- Ensure Health & Safety of staff and visitors to CoEL office.

Support of Volunteers

- Provide support, advice and guidance to any volunteers who are assisting with reception and administration activities.

General

- Support, supervise and develop the work of the Admin & Finance Officer, the Admin Assistant and any volunteers assisting with admin activities.
- Assist with and organise the efficient production and distribution of information and publicity materials, newsletters etc to both carers and professionals.
- Assist CEO and Deputy CEO with larger ad-hoc projects, e.g. Tender document, review of ACSP. Provide Admin input on other activities and initiatives, e.g. Benefits table, Mandates.
- Provide Admin cover when Admin Assistant and Admin & Finance Officer are both absent to ensure Admin service available and no delays to admin service.
- Work as part of a team with CoEL's paid and unpaid staff and Board of Directors to maximise the success of the organisation's work.
- Such other tasks as may be required which are consistent with the duties and responsibilities of the post.

Main conditions of service

Employer	Carers of East Lothian (CoEL)
Hours	24 to 28 hours per week (negotiable) with some flexibility to provide additional cover for holidays etc. All salary and benefits are calculated pro-rata based on full time of 35 hours per week.
Salary range	Starting salary: £29,167.54. Points 13 - 15 on CoEL Salary Scale, currently: £29,167.54 - £30,949.44.
Benefits	CoEL will match up to a 6% pension contribution and offer very flexible working arrangements.
Holidays	Equivalent to 35 days (25 days leave plus 10 public holidays taken flexibly) full time.
Funding / Duration	This post is funded through our contract with East Lothian Council to deliver East Lothian Adult Carer Services, which currently runs to 30 th June 2025, with the possibility of extension.
Location	Under our new remote working policy, we promote a mix of regular remote and onsite working for all staff, giving all of CoEL's team access to our offices within East Lothian Community Hospital in Haddington, as well as the opportunity for home working.
Line Management	CEO

Person Specification

Qualifications

- ❑ Good general education (essential).
- ❑ Qualification in business administration, business studies, bookkeeping etc (desirable).

Administration / Carer Focus

- ❑ Experience of office administration and dealing with the public in a busy office environment (essential).
- ❑ A proactive and organised approach to work (essential).
- ❑ Sensitivity to needs and challenges carers face (essential).
- ❑ Confident in the use of MS Office including Outlook, Word and Excel (essential).
- ❑ Understanding of how health and social care services work in East Lothian or more generally (desirable).
- ❑ Confident in use of databases, desktop publishing and system administration (desirable).
- ❑ Experience in administering Health and Safety systems (desirable).

Finance

- ❑ Experience administering finance systems to ensure accurate and prompt payment and invoicing and methodical record keeping (desirable).
- ❑ Confident in use of Quickbooks Pro (desirable).
- ❑ Experience of negotiating with suppliers to ensure good value (desirable).

Skills

- ❑ A positive and enthusiastic outlook (essential).
- ❑ Good listening and general communication skills (essential).
- ❑ An ability to deal with carers, professionals and members of the public in a sensitive and professional manner (essential).
- ❑ Good written and numeracy skills (essential).
- ❑ Proven ability to organise, prioritise and manage own work (essential).

Other

- ❑ Commitment to treat people fairly and even-handedly (essential).
- ❑ Commitment to confidentiality (essential).