**Carers of East Lothian (CoEL)**

**Job Description**

**Job Title Admin Assistant**

**Job Purpose To provide reception and administrative support for CoEL to facilitate referrals and excellent support for carers to ensure that the organisation operates efficiently and effectively. To assist the Admin and Finance Manager.**

**Main Duties**

**Reception / Carer Focus**

* Supporting unpaid carers is what CoEL is all about and we aim to provide excellent customer service. The post holder will often be the first point of contact for carers and professionals and must provide a positive and welcoming reception role for everyone.
* 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.
* Ensure that information on display is up to date and relevant and that the public areas of the office reflect the high standards of CoEL.
* Order stationery and leaflets as and when instructed by Admin and Finance Manager to do so.

**Administration**

* Play a key role in maintaining CoEL client database ensuring that all records are accurate, kept up to date, actions completed promptly, missing data identified and completed, supporting other staff to do the same.
* Set up new carers and input new referrals on to CoEL client database.
* Produce and send out Welcome Letter and Info Pack to new carers registering with us.
* Send out and upload mandates for carers in a timely manner.
* Arrange and book appointments for carers for clinics, i.e. Power of Attorney, Legal Advice clinic. Liaise with relevant clinic leads concerning attendance.
* Provide administrative support as and when required for Workshops and Events for Carers - record attendance on client database once completed.
* Close records on our database where support ended / no longer required by carer.
* Record feedback received from carers re CoEL’s service on our database.
* 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.
* Provide efficient and effective administrative support to both the staff team and the Board of Directors as required.
* Assist with maintaining an up to date asset register for the organisation.

**Finance**

* Assist the Building Better Breaks Coordinator with administrative tasks, notably, notifying carers if successful with grant award and taking bank details for payment. Ensuring timely updating of the CoEL database system for Time for Me grants awarded.
* Pay approved grants to carers e.g. Time for Me, Financial Insecurity Fund, inputting relevant details into CoEL client database in a timely manner.

**Health and Safety**

* Assist with the administration of 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 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.
* Liaise with the volunteers who run clinics for CoEL, i.e. Power of Attorney, Legal Advice

**General**

* Assist with the efficient production and distribution of information and publicity materials including mailing newsletters etc to both Carers and Professionals.
* Support the work of the Admin & Finance Officer, Admin & Finance Manager and any volunteers assisting with admin activities.
* Provide Admin cover when other members of the admin team are absent to ensure continuous quality of service 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.
* Report any issues with CoEL systems, equipment, and services to the Admin Manager.
* 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 hours per week with an expectation of 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 Points 4 -6 on CoEL Salary Scale, currently: £22,325.45 - £23,873.83

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 31st March 2027, with the possibility of extension.

Location 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 Admin and Finance Manager

**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).

**Skills**

* A positive, proactive 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).