

DUNDEE CARERS CENTRE

Job Description

Job Title:	Admin & Resources Assistant
Responsible to:	Team Manager (Finance & Resources)
Salary:	£25,471- £26,107
Hours:	22.5 hours per week (Mon to Wed 8.45am to 4.15pm)

Our Values:

- We believe that everyone deserves to be treated with fairness and dignity and is supported to make a positive difference in his/her life.
- As an organisation that embraces challenge, we need to demonstrate a culture of kindness, compassion and creativity.
- Working together, we keep the needs of carers and disabled people at the centre of everything we do...because we care

Improved Outcomes for Carers:

- As a carer, you have improved emotional and physical wellbeing and achieve your personal goals and outcomes
- As a carer, you can combine caring responsibilities with work, social, leisure and learning opportunities and have a life outside caring
- As a carer, you are supported to manage your caring and minimize the impact of financial hardship, as a result of caring
- As a carer, you are included in deciding how you are supported and are able to influence how services are provided

Purpose: To work as part of the Finance & Resources Team to enable the organisation to meet its objectives for providing information to carers and disabled people and professionals in the city. The Admin & Resources Assistant will support members of the team to provide a range of administrative and reception support services.

Key Duties:

1. To provide administrative and reception support to the Centre's visitors, staff and volunteers (3 days per week).
2. To input data into Charitylog (our CRM system) and to assist with the coordination of referrals to our Centre.
3. To coordinate room bookings for staff and external organisations, including arranging all necessary room layouts, IT and hospitality requirements
4. To assist in the promotion, administration and coordination of Centre events
5. To contribute to the upkeep and safe usage of centre premises including liaison with managing agent and with external contractors

6. To input data into Diligence (our Health & Safety system) and to assist with health and safety systems for the organisation
7. To monitor and order goods and services to the Centre
8. To coordinate issue of staff resources and to update records including IT, telephone and access fobs.

General Duties:

- To maintain accurate and confidential records
- To work within the Centre's existing and new policies and procedures
- To work within the Centre's multi-disciplinary team to ensure that all carers and disabled people receive the best service possible
- To undertake all necessary training as identified with the Team Manager (Finance & Resources)
- To assist with the production of reports, research and strategies to inform management, Board and external stakeholders as requested
- To undertake any other duties as required ensuring the development and success of Dundee Carers Centre

The job description is a broad picture of the post at the time of preparation. It should not be seen as an exhaustive list of all possible duties as it is recognised that jobs change over time. Should the duties change radically then the post and grading will be reviewed.

The Postholder will be required to undertake a Basic Disclosure check.

Dundee Carers Centre

Admin & Resources Assistant

PERSON SPECIFICATION

ATTRIBUTE	ESSENTIAL	DESIRABLE
Education	<ul style="list-style-type: none"> • Good general standard of education. 	<ul style="list-style-type: none"> • HNC/HND level qualification in office administration
Knowledge	<ul style="list-style-type: none"> • Knowledge of office procedures • Microsoft Office software • Working with databases • Equality and diversity 	<ul style="list-style-type: none"> • Understanding of the voluntary sector • Understanding of disability and/or caring issues.
Experience	<ul style="list-style-type: none"> • Working in a busy office environment • Maintaining accurate records • Working with confidential information • Dealing with the public • Dealing with telephone enquiries 	<ul style="list-style-type: none"> • Able to deal with staff in other agencies
Skills/Abilities	<ul style="list-style-type: none"> • Excellent communication skills • Good organisational skills • Good IT skills • Working with minimal supervision • Ability to prioritise workload • Maintaining confidentiality 	
Personal Attributes	<ul style="list-style-type: none"> • Ability to work in a team as well as own initiative • Resourceful and creative approach • Excellent interpersonal 	

	<p>skills</p> <ul style="list-style-type: none">• Ability to work within tight timescales and deadlines• Empathetic and diplomatic	
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