

ROLE DESCRIPTION

Job Title	Administrator
Division	Care & Repair Edinburgh (CRE)
Department	Independent Living
Location	Blend of office (Edinburgh-based) and home working
Geographical focus of role	Edinburgh
Contractual Status of Role: <i>Permanent or fixed term</i>	Permanent
Hours	35 hours per week
Job Title of Manager	Head of Care and Repair
Salary:	£21,462 pa
Job Purpose:	<p>To provide all aspects of quality administrative and clerical support to all employees in the CRE business to ensure effective and efficient service delivery.</p> <p>To Support the delivery of all existing and new services and provision of general administrative support to the Senior Administrator and Independent Living Development Manager (ILDm).</p>
Main Responsibilities	<p>General Administration</p> <ul style="list-style-type: none"> • To deal efficiently and effectively with all telephone enquiries, recording information accurately on Charity Log (CLOG). • To deal efficiently with all mail (incoming & outgoing) and emails including processing website referrals. • To process <i>Home from Hospital</i> service accurately and efficiently, ensuring that all hospital discharge cases are dealt with as a priority. • Recognise and respond to any potential safeguarding concerns raised during calls; understanding when to escalate concerns and what the appropriate channels are for support. • To process <i>Small Repair</i> service efficiently and effectively, scheduling assessments and ensuring that follow-up appointments are made within 7 working days. • To record <i>Volunteer Handyperson</i> service requests and email job-sheets to volunteers. • To ensure that Trade Referrals are recorded and emails issue. To ensure that any complaints are logged and the Senior Administrator informed.

	<ul style="list-style-type: none"> • Process payments on Worldpay online card payment • Pursue outstanding invoices by issuing reminders or phoning clients ensuring that bad debts are minimised. • To communicate effectively with Admin Team colleagues to coordinate logging out of the phone system in order to undertake other tasks. • To participate in team meetings, support and training on an ongoing basis. • Continuously working towards and assisting the business achieve the overall strategic objectives as set by the Head of Care and Repair. • Complete special projects (including marketing and stakeholder engagement) through effective use of resources, together with organisation, planning, monitoring and evaluation. • Maintain professional and technical knowledge by attending appropriate training courses; workshops; benchmarking professional standards; and establishing professional networks. • To Support the delivery of all existing and new services and provision of general administrative support to the Head of Care and Repair • To be aware of all relevant Care and Repair Edinburgh policies, and to keep up to date with relevant legislation • Maintain open communication using excellent interpersonal skills to engage effectively with all company stakeholders. <p>Publicity and Marketing Responsibilities</p> <ul style="list-style-type: none"> • Setting up and resourcing information stands to attract volunteers and service users. • Helping to ensure an increase in donations for core services through proactive approaches to marketing e.g. using phone scripts to ensure all relevant data is captured and measured, ensuring feedback forms are issued timeously, • Recording and measuring the outcome of all publicity and marketing initiatives, particularly where referrer heard about C&RE, postcode, popularity of various core services etc. • Circulating publicity materials as and when required • Promoting new initiatives e.g. CRE is now an approved installer of Easiaccess equipment (handrails and step-units and through time proposes to be an installer of semi-permanent ramp systems). Once publicity material has been finalised, there will be a need to promote this to new and existing clients.
<p>Quantitative aspects of the role</p>	<ul style="list-style-type: none"> • Work with the Senior Administrator to meet agreed call volumes • Calls answered within agreed target times • Data Input onto database

Performance Measures	<ul style="list-style-type: none"> • Adherence to objectives and team goals. • Conduct, performance and absence in line with company guidelines.
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PERSON SPECIFICATION

Experience	<p>Essential:</p> <ul style="list-style-type: none"> • Experience in customer service role dealing with a wide range of people • Experience of invoicing and financial management <p>Desirable:</p> <ul style="list-style-type: none"> • Experience of working in a Charity environment • Experience of electronic case recording systems
Knowledge	<p>Essential:</p> <ul style="list-style-type: none"> • Ability to listen to callers and demonstrate empathy and understanding • Good understanding of Microsoft Office (Word, Excel, Outlook) • Effective listening, oral and written communication skills • Ability to work well under pressure • Good organisation and planning skills • Accurate data entry skills • An understanding of and commitment to equal opportunities – you need to relate positively to people of different cultures, backgrounds and experiences and believe in the equal value of people regardless of race, religion, culture, gender, age, disability or sexuality. <p>Desirable:</p> <ul style="list-style-type: none"> • Previous experience of using CRM systems to process customer data • Experience of using Charity Log database • Knowledge of issues relating to safeguarding of vulnerable people
Skills	<p>Essential:</p> <ul style="list-style-type: none"> • Excellent customer service skills • Ability to communicate effectively both orally and in writing • Ability to demonstrate empathy and understanding to callers • Ability to listen to client and team enquiries, research information and give advice in a manner the client can understand and create an accurate case record. • Ability to work effectively under pressure and prioritise work in a busy environment • Ability to work flexibly and to respond positively to service developments • Ability to work independently and as part of a team
Additional Requirements:	<ul style="list-style-type: none"> • Commitment to the aims and vision of Care & Repair Edinburgh and an ability to demonstrate those values in your work • Willingness to work from the Edinburgh office when required • Commitment to tackling the stigma of isolation and loneliness • Flexibility, integrity and an understanding of confidentiality • Patience
Notes:	<ul style="list-style-type: none"> • <i>This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. Therefore, this role description does not describe any individual role holder.</i> • <i>In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.</i>

