

## **JOB DEFINITION**

<b>DEPARTMENT:</b>	<b>Operations</b>
<b>JOB TITLE:</b>	<b>Customer support and administration officer</b>
<b>ACCOUNTABILITY:</b>	<b>Carer Service Manager</b>
<b>LOCATION:</b>	<b>Age Concern Birmingham, Boldmere</b>
<b>HOURS:</b>	<b>16 hours per week to be worked on 4 agreed days between Monday to Friday. ( To also include on a planned occasional basis to work outside of these hours to support events for Age Concern Birmingham, Birmingham Carers Hub and Forward Carers)</b>
<b>SALARY:</b>	<b>£7488 pa (£9 per hour)</b>

### **JOB PURPOSE:**

To act as the frontline person for the Carers Hub team, answering queries by telephone, in person and by email and providing administrative support to the Hub team.

Registering carers on our database at the point of first contact with carers.

Support the process of carers receiving a carers assessment and wellbeing payment, by undertaking 'Know Your Customer' verification checks and processing requests for payment cards.

### **ROLES AND RESPONSIBILITIES:**

1. To provide an administrative support service as required, including word processing of letters/memos, photocopying and any other duties that might be required, including being involved in administrative work for projects and new ventures.
2. To liaise with relevant individuals, including Hub advisors, Forward Carers admin and staff at All Pay to ensure that wellbeing payment cards are processed efficiently and compliant with regulatory controls and oversee this task fully within set timescales.
3. To input carer information onto the Carers Case Management system, maintain appropriate records, filing and other systems, in line with organizational procedures.

4. To promote a positive image of Age Concern Birmingham and the Birmingham Carers Hub service at all times and to establish a professional and confidential working relationship with all staff.
5. To develop knowledge and skills around Carers rights and welfare entitlements via the support of the team and through training in understanding and supporting the needs of Carers.
6. Through periods of need to answer calls and provide support to Carers over the phone and face to face via outreach under the guidance of an allocated team member.
7. To plan and organise events, workshops and talks under the guidance of an action plan agreed by the manager.
8. Take minutes at team meetings

### General

9. Maintain strict confidentiality at all times relating to the affairs of carers and any related matters.
10. Have experience of using an internal customer database system.
11. Attend and undertake ongoing training courses for self and other staff as identified, including distance learning, in order to keep up with current legislation, best practice and guidelines in keeping with the job definition.
12. Undertake additional duties commensurate with the overall purpose of this post, which may arise from time to time.
13. Comply with Health and Safety arrangements within all places of work and to act in accordance with the Age Concern Health and Safety Policy and Procedures.
14. Work at all times within the Values and Mission Statements and the Diversity and Equality Policy of Age Concern Birmingham, together with all other agreed policies and procedures of the organisation, and to ensure that this applies to all other staff and volunteers.

### **SPECIAL CONDITIONS:**

1. A DBS for working with adults will be undertaken for this role.

*This is a description of the job as it is at present. It does not form part of the contract of employment. Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.*

*September 2019*

## PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
<b>Knowledge, Skills and Abilities:</b> 1. <i>Excellent word processing abilities and skills</i> 2. <i>Knowledge of databases, spreadsheets and the internet</i> 3. <i>Excellent communication skills, orally and in writing</i> 4. <i>Knowledge and keen awareness of Customer Care practices</i> 5. <i>Ability to work to a high standard of accuracy and presentation</i> 6. <i>Ability to deal with a wide variety of tasks during the course of a day</i> 7. <i>Awareness of Equal Opportunities practices</i>	* * * * * * *	
<b>Experience:</b> 8. <i>Previous office experience in a busy environment</i> 9. <i>Previous experience of working as a receptionist or administrator</i>	* *	
<b>Education and Qualifications:</b> 10. <i>Good overall standard of education</i> 11. <i>Evidence of job-related learning &amp; development</i> 12. <i>Relevant administration qualification</i> 13. <i>Willingness to continue professional development</i>	* *	* *
<b>Personal Characteristics:</b> 14. <i>An understanding of what it means to work as a member of a team</i> 15. <i>Sensitivity to the needs of carers</i> 16. <i>Empathetic and non-judgemental approach</i>	* * *	

September 2019