



## **ADMIN ASSISTANT (FULL TIME)**

(Full Time 36 hours, Monday-Friday)  
Salary Scale NJC 16-18 £17,238-£17,959  
including IFLW

**ACTION FOR CARERS (SURREY) is a countywide charity supporting carers and young carers.**

(Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.)

**We are looking for a keen and committed person with good all round clerical and administrative experience, excellent organizational skills and the ability to work flexibly to meet the demands of working in a busy but friendly office.**

**The ideal candidate must be IT literate, have a proven working knowledge of Microsoft Office, and be able to work on their own or as part of a team. As the first point of contact good communication skills and telephone manner together with the ability to empathise with carers' needs and concerns will be essential.**

**The post is based in our offices in Burpham, Guildford but may require occasional travel to meetings across Surrey.**

***Closing Date for applications: 3<sup>rd</sup> September 2010***

***Interview Date: 15<sup>th</sup> September 2010***

All posts will be subject to CRB enhanced checks.

Action for Carers (Surrey) operates an equal opportunities policy.

Only applications on our form accepted.

**For further details and a full application pack please ring:**

**01483 531026 or email [recruit@actionforcarers.org.uk](mailto:recruit@actionforcarers.org.uk).**

## **ACTION FOR CARERS (SURREY)**

### **JOB DESCRIPTION FULL TIME ADMINISTRATIVE ASSISTANT**

**POST:** Full Time Admin Assistant

**WORKING HOURS:** 36 hours worked Monday – Friday to cover 9am-5pm period

**SALARY SCALE:** NJC Scale Points 16-18 £17238 to £17959 including IFLW

**LOCATION:** This post will be based in our Burpham office but you may on occasions be required to travel to meetings at other locations.

**LINE MANAGED BY:** Office Manager

**JOB PURPOSE:** As part of the Admin Team to provide secretarial support to the organisation as a whole. This includes our Surrey Young Carers (SYC) service, Back Care and Action for Carers and Employment services as well as the core organisation.

#### **GENERAL**

To be aware of the purpose and scope of Action for Carers (Surrey), and assist with all secretarial and office duties in keeping with the aims and objectives of the organisation.

#### **DUTIES**

- In liaison with Office Manager to plan workload and ensure that administrative duties are correctly prioritised and deadlines are met.
- To deal with telephone calls, post and email and to handle enquiries from carers and professionals with courtesy and sensitivity. To signpost to relevant sources of help recording details as required in accordance with office procedures.
- In Liaison with the SYC Manager to ensure admin support for the SYC Service and Workers including:
  - Making up packs for workshops
  - Booking & confirming taxi bookings
  - Phoning families to confirm if they wish to attend group/residential/workshops etc.
  - Mail Outs including newsletters, invites to activities etc.
  - Recording stages of response from families regarding invited/attending/no response/declined
  - Designing flyers
  - Completing activity registers for staff and on call.
  - Ordering resources for group activities.
  - Chasing up Medical consent forms.
  - Confirming attendance 1 day prior to event.
  - Researching local activities for brokerage applications
  - Refills of School Pack information.
  - Ordering business cards & ID badges for staff.
  - Review of Green Tier

- Designing budget spreadsheets for the areas of work covered in the SYC Business Plan.
- To record, report and communicate information to workers effectively
- To service meetings as directed by the Office Manager when required, including note taking, arranging venues ensuring the provision of suitable facilities, stationary and refreshments for these meetings.
- To maintain the SYC and other relevant databases including inputting and retrieval of data and provision of reports, mailing labels and lists as required.
- To ensure information and forms on the shared server are maintained and updated as required.
- Ensure the filing system for storage of all information is efficient and filing is carried out on a regular basis. To arrange for archiving and storage of documentation and equipment as required and in accordance with our policies and procedures.
- Process incoming and outgoing invoices and assist with maintaining petty cash and bank records as required by the Finance Manager.
- In liaison with Admin Team ensure diaries are regularly updated, including movement sheets for on- call/lone working monitoring and participate in the rota during office hours if required.
- Ensure stationary, photocopier and kitchen supplies are maintained efficiently.
- Maintain stock of information leaflets and ensure these are regularly updated and new leaflets obtained.
- Assist with logging calls for computer support and ensuring these are dealt with in a timely manner and to ensure daily and monthly backs ups are kept.
- Utilise appropriate technology and systems to improve efficiency.
- Maintain accurate time sheets and allocations of hours worked.

#### **COMMUNICATION:**

- Maintain effective internal and external communication including e.mail, internet and circulation of mail.
- Ensure effective communication with Office Manager and Team Members.

#### **TEAM WORKING.**

The Admin Department work as a team to support the organisation as a whole and this requires a flexible approach, including:

Assisting with general office duties where required within the organisation as a whole. Photocopying documentation as required.

Providing admin cover for colleagues during holiday periods, sickness etc.

ACS/job descript/ft admin asst/Aug 2010

## **SUPERVISION AND TRAINING**

- To attend formal supervision with the Office Manager on a regular basis.
- To undertake relevant training, as identified by the Office Manager, to develop skills to ensure the job role can be carried out effectively.

## **EQUAL OPPORTUNITIES**

- To implement the Equal Opportunities Policy of the Service at all times

## **CONFIDENTIALITY**

- To implement duties and tasks within a framework defined by Action for Carers (Surrey) policy on confidentiality.
- Action for Carers (Surrey) requires all employees to undertake a CRB Check.

## **ANY OTHER DUTIES**

- To travel around the County of Surrey to attend meetings as and when required (for which travel expenses will be reimbursed)
- To undertake any other administrative or clerical duties required that are commensurate with the grading of the post.

**FULL TIME ADMIN ASSISTANT  
PERSON SPECIFICATION**

**EXPERIENCE.**

1. Previous Admin/Secretarial experience in the voluntary, public or commercial sectors.- ESSENTIAL
2. Experience of working in a charitable or voluntary organisation or in a child focused environment - DESIRABLE

**KEY SKILLS**

3. Computer literacy, with proven experience of MS Office packages, in particular MS Word, MS Outlook, MS Excel and Internet. ESSENTIAL
4. Knowledge and Experience in the use of Microsoft Access and PowerPoint - DESIRABLE
5. Good telephone manner with effective written and verbal communication skills - ESSENTIAL
6. Effective organisational and time management skills including the planning and prioritising of workloads -ESSENTIAL
7. Shorthand or Speedwriting would be useful but not essential - DESIRABLE
8. Knowledge of basic computer housekeeping , using a server system and website updating would be useful but not essential. - DESIRABLE

**ABILITIES**

9. An understanding and commitment to the aims of the organisation and the support and empowerment of carers including young carers -DESIRABLE.
10. An ability to demonstrate sensitivity in all circumstances and to be able to empathise and communicate well -ESSENTIAL
11. A commitment to the principles underlying Equal Opportunities - ESSENTIAL
12. To have an understanding of what it is involved in working for a charitable organisation - ESSENTIAL
- 13.. An ability to be flexible as part of team working but also to be able to work on own without direct supervision.- ESSENTIAL
- 14.. Willingness to undertake training where appropriate - DESIRABLE

**QUALIFICATIONS**

- 15.. Appropriate qualifications in typing / word-processing /computing/business administration which will demonstrate competence in computer skills. ESSENTIAL

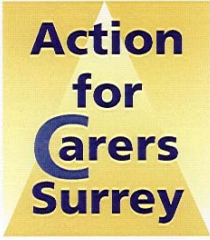
16. A good standard of literacy and numeracy - GCSE English & Maths and be able to evidence use of these skills. -ESSENTIAL

17. Evidence of professional development in the course of his/her career (including any other courses or training undertaken) - DESIRABLE

**GENERAL**

18.. Driving licence and access to use of vehicle. – DESIRABLE BUT NOT ESSENTIAL

# ACTION FOR CARERS (SURREY)



Action for Carers (Surrey)  
Astolat, Coniers Way, Burpham,  
Guildford, Surrey GU4 7HL  
Tel: 01483 302748  
Fax: 01483 303958  
E mail: ACS@actionforcarers.org.uk

## APPLICATION FOR EMPLOYMENT

Please complete this form in black ink or type to enable photocopying and return it to Anne Hess, Office Manager at the above address in an envelope clearly marked **Private and Confidential, by 9am on Friday 3<sup>rd</sup> September 2010.** Please note that only applications on our form are accepted and we cannot accept applications received after this deadline.

ACS is an Equal Opportunities employer and we aim to ensure that no Carer, user, employee or job applicant receives less favourable treatment on the grounds of gender, disability, race, marital status, sexual orientation, religion, colour, class, nationality or age, nor is disadvantaged by conditions or requirements which cannot be shown to be justifiable. The information you provide on this form is the only information we will use in deciding whether you will be shortlisted for an interview. It is therefore essential that you complete the form fully and that you clearly demonstrate how you meet each point on the person specification. If sections on the application form are left blank this could result in your application not being considered.

Position applied for.....

Candidate No.....  
(Office Use Only)

Surname: \_\_\_\_\_ First Name: \_\_\_\_\_

Address: \_\_\_\_\_ Telephone Numbers:

Home: \_\_\_\_\_

Office: \_\_\_\_\_

Mobile: \_\_\_\_\_

Postcode: \_\_\_\_\_ E-mail or fax no: \_\_\_\_\_

May we contact you at work: YES/NO

When would you be available to take up the post: \_\_\_\_\_

Candidate No.:.....

**WORK PERMIT**

If you are not a British passport holder or a European Citizen, or you do not have the permanent right to remain in the UK, you will require a work permit.

Do you need a work permit? YES/NO

If you already have a work permit when does this expire? Date: \_\_\_\_\_  
(Please note that your current permit may not be valid for this post)

**EDUCATION AND TRAINING**

Please list any education and/or training (including short courses) that you have undertaken and the qualifications received:

Dates	Education/Courses/Training	Qualifications

**MEMBERSHIP OF PROFESSIONAL BODIES**

Please give name of organisation, registration details, grade where applicable and date of entry.

**REFERENCES**

Please give below the name and address of two referees who can comment on your suitability for the post. These should not include relatives or purely personal friends. For this position we will require a reference from your present or most recent employer. Information requested will include, where appropriate your sickness absence record.

**First Referee**

**Second Referee**

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Position held: \_\_\_\_\_

Position held: \_\_\_\_\_

Address: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Telephone No. \_\_\_\_\_

Telephone No. \_\_\_\_\_

If you are offered the position, can we contact the referees without further reference to yourself? **YES/NO**

Confirmation of an offer of employment is subject to satisfactory references and an enhanced CRB Check and ISA clearance.

**PAID AND/OR UNPAID WORK EXPERIENCE**

Please list your current and previous employment in date order beginning with the most recent. Please include any job training schemes, voluntary work, community activities, school placements, time caring for dependents, etc.

Dates (from/to)	Name of Employer	Job Title	Main Tasks

**SUPPORTING INFORMATION**

In this section we would like you to give specific information in support of your application, taking each point of the person specification, demonstrate how you have all the necessary skills and abilities. Please note the numbers correspond to those on the person specification.

**EXPERIENCE.**

1.

2.

**KEY SKILLS**

3.

4.

5.

6.

7.

8.

**ABILITIES**

9.

10.

11.

12.

13.

14.

**QUALIFICATIONS**

15.

16.

17.

**GENERAL**

18

**DECLARATION**

I understand that by signing and returning this application form I have consented to Action for Carers (Surrey) using and keeping information provided by me and by third parties, such as referees, relating to my application or future employment. This information will be used solely in the recruitment process and will be retained in accordance with our retention of records arrangements.

I declare the information given on this application form is accurate and true. I understand that providing misleading or false information or failure to disclose any criminal convictions will disqualify me from appointment or, if appointed, may result in my dismissal.

Signature .....

Date: .....

## ACTION FOR CARERS (SURREY)

### DISCLOSURE PROCEDURE

In order to comply with the Code of Practice which is published under Section 122 of the Police Act 1997, we are required to request that all applicants complete the details below.

If you are shortlisted, you will be asked to complete a confidential Disclosure Statement which we will ask you to return in a sealed envelope marked "Disclosure Statement - CONFIDENTIAL". This will only be seen by the formal interview panel, prior to the interview. The information you provide will be treated confidentially, in line with the Data Protection legislation.

Please read the following statement and sign.

I confirm that the information I have given on this form is correct and complete, and that misleading statements may be sufficient for cancelling any agreements made. Because of the sensitive nature of the duties that the postholder will be expected to undertake, I also understand that the declaration will include details of any criminal convictions, cautions, reprimands and final warnings and any other information that may have a bearing on my suitability for the post. I understand too that an Enhanced Disclosure will be sought in the event of a successful application.

Signature of Applicant .....

Date.....

**(A caution is a formal warning about future conduct given by a senior police officer, usually in a police station, after a person has admitted an offence. It is used as an alternative to a charge and possible prosecution. This is not the informal "ticking off" given by a police officer on the street, and does not form part of a criminal record. Since June 2000, a reprimand has replaced the caution for people aged under 18. This too is not the informal "ticking off" from a police officer. A young person formally warned a second time about future conduct is given a final warning.)**

**ACTION FOR CARERS (SURREY)**

**APPLICATION MONITORING FORM**

**In order to comply with Equal Opportunities guidelines, applicants are asked to complete the details below. This information, which will be used solely for monitoring purposes, will be treated as confidential. It will be separated on receipt of the application forms and before the shortlisting panel considers them.**

The basic information of these forms will be transferred to summary sheet for the purpose of retaining overall statistical information. Completed individual monitoring forms will then be destroyed

The response to these questions will not affect the success or otherwise of a job application in any way.

◆ Where did you see the post advertised?  
 .....

◆ Male..... Female.....(please tick)

◆ Age.....

◆ How would you describe your ethnic origin? (please tick)  
 UK  
 European  
 Afro Caribbean  
 Asian  
 Mixed  
 Other (please specify)

◆ Religion.....