

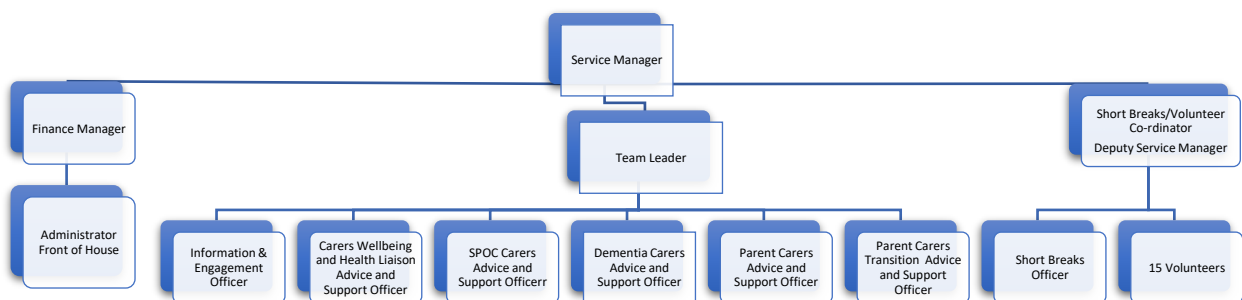


NEATH PORT TALBOT CARERS SERVICE

CARERS AT THE HEART

Job Title:	Administrator
Reports To:	Service Manager
Location:	Neath Port Talbot Carers Service 36 Orchard Street Neath SA11 1HA
Hours:	35 hours per week
SCP:	9-11
Salary:	£20,954 - £21,800

ORGANISATIONAL STRUCTURE



PURPOSE OF POST

To be the first point of contact for those contacting Neath Port Talbot Carers service, and to provide administrative support to the NPT Carers team.

KEY TASKS

To welcome the public at the drop-in service.

To provide a first point of contact for telephone enquiries into the service.

To ensure the public area has up to date literature and is a welcoming environment.

To provide administrative support to the Finance Manager and Service Manager as required

To maintain Equipment Inventory

To maintain Postage records

To produce ID Badges as required

Keeping stationery for office up-to-date and replenish stock efficiently.

The post holder will have responsibility for ensuring photocopying and collecting/delivering daily mail is done in an efficient manner.

To update spreadsheets with feedback information relating to events.

The post holder will undertake any other administrative tasks as required.

ADDITIONAL INFORMATION

The post holder will be required to be flexible with the range of duties undertaken to ensure the operational needs of the organisation can be met. Any such flexibility will be consistent with the overall duties and competence of the post holder. Neath Port Talbot Carers Service is an information, advice, and support organisation.

All staff are required to carry out their duties to support and promote this ethos, including adopting a positive attitude and approach to their post as well as demonstrating a strong commitment to team working.

PERSON SPECIFICATION

Essential

- Can demonstrate knowledge, skills, and experience of undertaking an administrative role.
- Experience of using spreadsheets.
- IT competent in Microsoft packages including Microsoft Office 365.
- Able to work on own initiative and be a self-motivator.
- Able to manage time and prioritise workload effectively.
- Ability and willingness to develop in their role.
- Maintain confidentiality and have a good understanding of GDPR.
- Professional attitude to work.
- Recognising own limitations.
- Ability to show respect to team members and to work as part of a team.
- Have empathy and a caring attitude to carers and clients.
- Willingness to undertake any relevant training.
- This post requires access to a car insured for business purposes.

Desirable

- Knowledge of carers and carers issues.
- Knowledge/experience of working within a voluntary sector organisation.
- Ability to communicate through the medium of Welsh language.
- Knowledge and understanding of Welsh culture.