



Gofal a Thrwsio ym Mhowys  
Care & Repair in Powys

### **Job Description**

Job Title:	<b>Administrator</b>
Location:	Newtown Office & Home (Hybrid Working)
Reports to:	Casework & Service Manager
Responsible for staff:	None
Version:	7
Date:	June 2022

### **Purpose of Role**

To work as part of a small administrative team, providing excellent customer service to our clients and support to colleagues.

Through administrative support, enable the Agency to deliver existing and new areas of work in the most effective way.

The post holder will be the central point of contact for specific services and this will involve handling general enquiries and initial referrals; meeting specific information needs from contractors, referral agencies or from within the Agency; to completion of works and payments.

The post holder will be allocated the lead administrator role for the Physical Adaptations Grant work undertaken for Housing Association tenants, private and benevolent funded works. He/she will support and help develop new services currently in the pipeline.

Skills in the use of social media will be put to good use in promoting our services along with other marketing initiatives and attention to detail is required to ensure our website is up to date and accessible to all.

## **Main duties and accountabilities**

### **1. Customer Service**

- 1.1. In conjunction with colleagues, be part of a team providing an effective telephone response and enquiry service.
- 1.2. Be the first point of contact for clients and stakeholders requiring information about the services on which the postholder has the lead administrator role.
- 1.3. Set up systems and maintain the smooth running of cases by ensuring good records are kept on the Care and Repair Information System (CARIS) database and on any other records as required.
- 1.4. Ensure that the client is kept informed of all the procedures and practices involved with their particular circumstances.
- 1.5. To liaise with clients and authorised family members as necessary to ensure the specified work is carried out efficiently and effectively and in a timely manner.

### **2. Planning and Organising**

- 2.1. Plan and organise own workload to take into account changing priorities.
- 2.2. To work to procedures for service delivery, meet deadlines and achieve agreed service standards.
- 2.3. Liaise with Technical Officers & Caseworkers to update systems and prepare progress reports for the Care & Repair Management Team.
- 2.4. In consultation with Technical Officers and Caseworkers, obtain costs from appropriate contractors or suppliers.
- 2.5. Liaise with contractors to agree start dates.

### **3. Communication**

- 3.1 Liaise with colleagues within the Agency to deliver a seamless service to the client.
- 3.2 Use appropriate communication methods when dealing with clients to take into account their individual communication needs. Providing an empathetic and professional service.
- 3.3 Liaise with and maintain constructive working relationships with external agencies and colleagues, e.g. Housing Associations and Occupational Therapists as required.
- 3.4 Assist with the consultation process for grant funded works, consulting with Housing Associations and Occupational Therapists.
- 3.7 To prepare, receive and collate surveys from clients and stakeholders, and regularly report on these to the management team.

### **4. Marketing**

- 4.1 Assist in the promotion of the Agency and ensure widespread publicity through production of leaflets, media coverage, social media and other

promotional methods such as organising talks to groups or attending relevant events as required.

- 4.2 Lead on the content of Care & Repair social media accounts and ensure information on the website is accurate and up-to-date.
- 4.3 Ensure information held on Care & Repair by external partners/organisations is accurate: review their websites and literature and identify methods to update relevant staff.
- 4.4 Develop marketing materials for new services, such as web content, brochures, organising press releases and maintain a marketing log and diary of events.

## **5. Financial Management**

- 5.1 Maintain accurate records, adhering to internal financial procedures for each service on which the post holder has the lead administrator role.
- 5.2 Ensure all services operate within the funding available and offer the Agency good value for money.
- 5.3 Process claims for private and benevolent funded works.
- 5.4 Enter purchase orders and requisitions on Open Accounts in accordance with delegated authorities and standing orders.
- 5.5 Report on financial management issues as required.
- 5.6 Liaise with MWA finance dept. to update systems and records and monitor payments.

## **6. General Administration**

- 6.1 Be responsible for all own personal administration.
- 6.2 Enter initial enquiry details onto CARIS and set up client folders and information packs.
- 6.3 Provide administrative support to the Director as required.
- 6.4 Maintain a list of preferred contractors and ensure all insurances and references are up to date.
- 6.5 To maintain an efficient and comprehensive computer filing system to enable reports and management information to be accurately produced as required.

## **7. Monitoring & Reporting**

- 7.1 To accurately enter data on the Care & Repair Information system and produce reports on the performance of allocated services against agreed key performance indicators.
- 7.2 Monitor cases to ensure that progress is on target, flagging up issues to the lead officer as appropriate.

## **8. Health & Safety**

- 8.1 Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and clients and adhere to Health & Safety policies and procedures at all times.

- 8.2 To attend and participate in all relevant Health & Safety courses and training sessions.

**9. Generic**

- 9.1 To abide by and promote the ethos and vision of Care & Repair in Powys at all times.
- 9.2 Take responsibility for own personal development and seek out opportunities for learning and training. Keep up to date with developments in relevant fields of work and research.
- 9.3 Be aware of, and act in accordance with the Agency's Confidentiality Policy and the requirements of the Data Protection Act.
- 9.4 Be aware of, and act in accordance with, the Agency's policies and procedures.
- 9.5 Actively promote the Agency's Welsh Language scheme and be aware of and act in accordance with the requirements of Equality & Diversity legislation.
- 9.6 Participate in staff meetings and training courses as required.
- 9.7 Demonstrate a pro-active commitment to effective change management and its delivery.
- 9.8 Support the work of other admin staff in order to cover absence through leave or sickness or when workloads require extra support.
- 9.9 Any other duties commensurate with the post, as may be required by the Agency.
- 9.10 The post holder and the Casework & Service Manager will review this job description on at least an annual basis to ensure the job and the tasks are adequately evolved as and when the organisation changes.



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## Person Specification – Administrator

	Criteria	
	Essential	Desirable
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience delivering a customer-focused service</li> <li>• Experience of working in an office environment</li> <li>• Experience of working for a third sector / voluntary organisation.</li> <li>• Experience of developing and using computer database systems and Excel spreadsheets to plan, organise and monitor work.</li> <li>• Experience of managing and regularly using digital communications channels, eg Twitter, Facebook, YouTube.</li> <li>• Experience of planning and attending organised events, eg conferences, exhibitions</li> </ul>	/	/
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the aims of Care &amp; Repair in Powys</li> <li>• Knowledge and awareness of financial systems</li> <li>• An understanding of the importance of monitoring the progress of works against agreed schedules and timescales</li> <li>• Knowledge of issues facing older and disabled people in regard to living independently at home</li> <li>• Understanding of safeguarding issues relating to the protection of vulnerable adults</li> </ul>	/	/
<p><b>Skills:</b></p> <ul style="list-style-type: none"> <li>• Excellent communication skills in English</li> <li>• Be able to hold simple conversations in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 1</li> <li>• Be able to hold simple conversation in the medium of Welsh (or be prepared to learn) to minimum ALTE Level 2 or above</li> <li>• Flair for marketing and social media</li> <li>• Ability to use ICT and databases</li> <li>• Ability to be self-motivated, work under pressure and to organise and prioritise work effectively</li> <li>• Ability to follow laid down procedures as well as willingness to suggest changes to improve systems</li> <li>• Full driving licence with access to car</li> </ul>	/	/
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• A good general standard of education (e.g. minimum of 5 GCSEs at Grade C or above, to include Maths and English, or equivalent)</li> </ul>	/	

<ul style="list-style-type: none"> <li>Relevant administration, IT or Marketing qualification such as NVQ Level 2 Business Administration or Customer Service</li> </ul> <p><i>Relevant experience may be considered in place of a qualification.</i></p>		/
<p><b>Personal Qualities:</b></p> <ul style="list-style-type: none"> <li>Demonstrates empathy with older and disabled people</li> <li>Demonstrates ability to contribute to the work of the team by being flexible and sharing tasks as required</li> <li>To use a creative and innovative approach and be proactive and dynamic at all times</li> <li>Demonstrates personal integrity and an ability to maintain confidentiality</li> </ul>	/	/
<p><b>Other requirements:</b></p> <ul style="list-style-type: none"> <li>Able on occasions to work outside of normal working hours</li> <li>Actively promotes and shows commitment to equality and diversity in all aspects of the work of the Agency</li> <li>Willingness to learn and undertake training as required</li> <li>Empathy with the vision, mission and values of Care &amp; Repair in Powys, and a commitment to support delivery to meet these</li> </ul>	/	/

December 2020