**Swansea Carers’ Centre**

**Job Description**

***Title*** Administration Assistant

***Location*** Swansea Carers Centre

104 Mansel Street, Swansea, SA1 5UE

***Hours*** 14 hrs per week

***Salary*** £9.47 per hour

***Annual Leave*** 26 days pro rata and customary bank holidays

***Travel Expenses*** 45p per mile

***Reporting To*** Deputy Director

**Closing Date for Applications: 06 December 2021**

### Accountability

To the Executive Director and Board of Trustees of Swansea Carers Centre.

**Purpose of the Post**

* To support the smooth running of administration tasks associated with Swansea Carers’ Centre and the SMT

**Main Duties & Responsibilities**

* Supporting the administration around setting up a HR system
* Supporting the SMT with day to day administration
* Helping collate information around project reports, audits etc
* General admin duties using MS 365
* Administration around organising staff training including booking sessions, liaising with trainers etc
* Supporting the Finance officer in the tracking of income and expenditure, through such things as;
  + The updating of cashbooks
  + Gathering and compiling financial information

**Working with Carers**

* To work in a non-discriminatory, culturally-sensitive manner which encourages all carers to access the Carers’ Centre services
* To respond sensitively to specific, enquiries and/or requests from carers
* To support the evaluation of the effectiveness of the work of the Carers Centre

**Good Practice, Monitoring & Reporting**

* To work within a quality assurance framework, keeping appropriate records as required.
* To take part in team planning, monitoring and evaluation.

**General**

* To participate as a member of the staff team, including working alongside volunteers.
* To work at all times within the philosophy and policies of Swansea Carers’ Centre.
* To comply with the Health & Safety at Work Act 1974 and with Swansea Carers’ Centre policy, paying particular attention to the reporting of dangerous situations.
* To respect the personal choice and lifestyles of colleagues, carers and people with care needs, ensuring that Equal Opportunity and Diversity principles are applied at all times.
* To ensure confidentiality is maintained at all times.
* To comply with the Code of Conduct.
* To undertake any other duties that may be considered commensurate with the level of the post.

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**Person Specification**

### Essential Knowledge, Skills and Experience

* A minimum of 5 GCSEs or equivalent (to include English)
* Good administrative skills
* High level of accuracy and attention to detail
* The ability to organise self and prioritise work
* Good verbal and written communication skills
* IT literate and familiar with Microsoft Office Products
* Able to understand relevant legislation
* The ability to demonstrate awareness/understanding of equal opportunities and diversity.
* The ability to recognise, respect and maintain confidentiality.
* Commitment to equal opportunities and diversity.
* Personal qualities of warmth and sensitivity to carers and their needs
* Ability to work as part of a team and on own initiative

 **Desirable**

* Experience of monitoring and evaluation
* Welsh speaking.
* Experience of working with volunteers