

## Signpost Stockport for Carers

### Administration and Communications Assistant

30 hours per week (applications for job share/part-time welcome)

Temporary until April 2022

Signpost Stockport for Carers is a well-respected and forward-thinking carers support organisation, based in Heaton Moor, Stockport. Following an increase in demand for our services, we are looking to recruit an Administration and Communications Assistant.

Due to funding, this is a temporary position with the possibility of extension. The successful candidate will ideally be available to start as soon as possible and be with us until 31/03/2022.

This is an excellent opportunity to gain experience working with people, improving skills and confidence. The role will be varied and interesting, and part of a friendly and dynamic team.

This position will be office based. The successful candidate will be confident in making and receiving telephone calls, with good IT skills and an eye for detail.

To apply please send CV and covering letter outlining why you are interested in, and suitable for, this position to [julia@signpostforcarers.org.uk](mailto:julia@signpostforcarers.org.uk). Responses should be received by Monday 13<sup>th</sup> December but interviews will take place on a rolling basis so early application is encouraged.

Salary – £18,500 pro rata

Hours – 30 hours per week - (applications for job share/part-time working welcome)

Contract – Until 31/03/2022, with possibility of extension subject to funding

Please note we are a key not-for-profit organisation working within health and social care. This position will be based in the office with Covid-secure measures in place.

Closing date – Monday 13<sup>th</sup> December 12pm

Interviews – On a rolling basis

Starting date – As soon as possible

### Job Description

1. To take calls made to the office for carer support and to record and triage as appropriate
2. To monitor new registrations coming through the website and enter them on the database
3. To make outgoing calls to carers to confirm attendance at events, record feedback following events, clarify details on database records and/or book appointments with carer support colleagues
4. To produce the Connecting Carers Card, following clear notes and procedures
5. To assist with booking appointments for Carer's Assessments and processing completed assessments on the council portal
6. To process applications for submission to the carers' breaks scheme
7. To write and schedule email communications to carers
8. To undertake various administrative tasks as needed to support the smooth running of the Heatons Centre
9. To liaise with carers in an efficient and empathic manner
10. To network with other organisations for information to meet carers' needs
11. To support the organisation in achieving its overall objectives, including raising awareness of what it means to be a carer, the services and support offered by Signpost and increasing donations made to the charity
12. To undertake any other appropriate tasks by agreement with the Carer Support Team Manager or the Director.

### Person Specification

#### Essential

1. Experience of working as part of a small team
2. Good level of English and Maths, preferably a minimum of 5 GCSEs A\*- C or equivalent
3. Excellent administrative skills and a confident telephone manner
4. Well-developed IT skills and the ability to use a range of computer packages including MS Word, Outlook and Excel
5. Ability to prioritise own workload and to work without direct supervision
6. Ability to empathise with vulnerable people
7. A flexible approach, self-motivation and the ability to work under pressure
8. The ability to build relationships with a variety of people, with an ability to draw out information and without prejudice
9. The ability to recognise the importance of boundaries and confidentiality
10. Attention to detail - the role involves taking personal information and recording it on a specialist database, therefore it is vital that tasks are completed accurately and completely.

### Desirable

1. Experience of working in an office environment
2. An understanding of the issues facing unpaid carers
3. A good working knowledge of the voluntary sector in Stockport
4. Experience of working closely with colleagues in the statutory sectors
5. Ability to produce publicity material and assist with promotional activities. Creative and design skills would be of an advantage
6. Local knowledge of Stockport and the services that are available for carers.

### Our commitment to carers

As a carers support organisation, we understand that combining work alongside a caring role can be a struggle and we hope that our experiences supporting carers makes us a more carer-friendly place to work. If you have personal experience as an unpaid carer but do not feel you have all the essential criteria listed, we encourage you to apply and express how your personal experiences would be of value to our organisation. Furthermore, if part-time working would suit you better due to your caring responsibilities, please let us know that you would prefer a part-time position and state your desired number of working hours in your covering letter.

For more information about Signpost or for an informal chat about the role, please contact Rebecca, Work With Us Coordinator and Carers in Employment Lead – [rebecca@signpostforcarers.org.uk](mailto:rebecca@signpostforcarers.org.uk)