



Signpost Stockport for Carers is a well respected and forward thinking carers support organisation, based in Heaton Moor, Stockport. The temporary post of Admin and Communications Assistant will provide the organisation with the ability to respond in a timely fashion to our adult carers over the summer months. This is a temporary position. The successful candidate will ideally be available to start as soon as possible and be with us until 30/09/2021.

This is an excellent opportunity to gain experience in 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.

Applications should be made by sending CV and covering letter including why you are interested in, and suitable for, this position to julia@signpostforcarers.org.uk. Responses should be received by Monday 26th July, but interviews will take place on a rolling basis so early application is encouraged.

Job Role: Admin and Communications Assistant (temporary)

Hours: 30 hours, to be worked flexibly according to the needs of the organisation.

Salary: £18,000 pro rata (£9.35 ph)

The Admin and Communications Assistant needs the following skills and attributes:

EXCELLENT INTERPERSONAL SKILLS – The ability to build relationships with a variety of people, with an ability to draw out information and record accurately and without prejudice.

FLEXIBILITY – The role is varied and requires someone who is able to adapt to change and be able to undertake a variety of roles and tasks, often in the same day! This includes ‘hands-on’ carer support.

TEAM PLAYER – As a key role in a small and busy team, this person must be willing to share with, and learn, from colleagues offering peer support and training.

UNDERSTANDING OF CARERS – It is essential that this person has a good understanding of what it means to be an unpaid carer and the impacts that this can have on an individual

ATTENTION TO DETAIL – The role involves taking personal information and recording it on a specialist database. It is vital that tasks are completed accurately and completely.

The main tasks will be as follows:

- To monitor new registrations coming through the website and enter them on the database
- To take calls made to the office for carer support, and record and triage as appropriate
- To set up rooms within the Heatons Centre for external and internal use, ensuring that all necessary equipment and facilities are available.
- To produce the Connecting Carers Card, following clear notes and procedures.
- To make outgoing calls to carers to confirm attendance at events, clarify details on database records and/or book appointments with carer support colleagues.
- To identify ways of raising the profile of the organisation, contacting local businesses and other stakeholders as required.
- To report to the Office Support Worker and complete any other tasks as deemed necessary and appropriate.
- 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.

Person Specification	ESSENTIAL (E) OR DESIRABLE (D)
Qualifications/training	
Good level of English and Maths, preferably to A Level or equivalent	E
Experience	
Experience of using IT for a range of tasks	E
Experience of being part of a team	E
Experience of sales/marketing	D
Experience of working/volunteering in an office environment	D
Skills and Abilities	
Ability to follow instruction	E
Strong communication skills, including confidence to make and receive telephone calls	E
Strong organisational skills	E
Ability to adapt to situations and think independently	E
Ability to work effectively in a team, and as a lone worker	E
Ability to be resilient	E
Ability to recognise the importance of boundaries and confidentiality	E