

JOB SPECIFICATION

(Post Ref: PR127)

Job Title:	Administrator
Location:	Carers Leeds Office
Hours:	12 hours per week (over two days)
Salary:	SCP5 £23,500 (Actual £8,057)
Contract:	12 Months (possibility of extension)

Main responsibilities and duties:

- Process grant applications and supporting professional statements using Outlook, OneDrive, Excel, and Charity Log database.
- To check for eligibility and liaise with carers regarding any queries.
- To chase carers for outstanding information and follow up on actions using Charity Log
- Upload applications onto the Charity Log database and OneDrive.
- To liaise with carers by email and over the phone regarding the status of applications.
- To support carers completing applications over the phone
- To liaise with carers regarding grant payments
- To check the accuracy and process receipts whilst following up on any queries or outstanding documentation.
- Support a busy reception by dealing with telephone and face to face queries.
- Support the Administrative Coordinator with any other ad-hoc grants.

Core Values & Behaviours:

At Carers Leeds we are one team, working together to benefit carers. We have a shared set of values and behaviours which guide everything we do. **Values** are the things we believe are important at Carers Leeds. **Behaviours** are what we expect staff, trustees and volunteers to do, to enact our values. These values and behaviours apply to how staff, trustees and volunteers interact with each other and the way we work with carers and external partners.

These values and Behaviours are continually reinforced from induction through supervision and team meetings.

- **Integrity** – we are honest, fair and speak up
- **Accountability** – we do what we say we will and take responsibility for our actions
- **Inclusion** – we value differences and take action to reduce exclusion
- **Respect** - we value and listen to each other
- **Excellence** - we continually improve through listening, learning and innovation
- **Kindness** - we are friendly, caring, and considerate
- **Empowerment** - we support, trust, and promote empowerment to make a difference

Respect for service user Confidentiality:

The jobholder should always respect service user confidentiality and not divulge information unless sanctioned by the requirements of the role.

Person Specification

Applicants for this role should use your application form to show that you meet all of the essential criteria outlined in the person specification for the position. If you fail to demonstrate this, or are unable to meet the criteria, it is unlikely you will be shortlisted for an interview for this post.

	Knowledge and Understanding	Essential/Desirable	How identified Application / Interview
	An understanding of, or interest in, the issues affecting carers and their support needs.	E	
	Demonstration of a commitment to equality, diversity, and inclusion.	E	
	Have extensive, demonstrable knowledge and skills using Microsoft 365, OneDrive, Microsoft Office packages and experience using databases.	E	
	Experience of working within a busy office environment	E	
	Skills and Competency		
	Excellent verbal, listening and written communication skills	E	
	The ability to multitask whilst maintaining good time management skills.	E	
	Proven teamwork skills with the ability to work using your own initiative.	E	
	Attention to detail.	E	
	Behaviour and Personal Attributes		
1	Can demonstrate the behaviours which align to Leeds Carers values.	E	A/I
2	Ability to demonstrate confidentiality	E	A
	Ability to communicate with an empathy and understanding	D	
	To feel confident seeking support from peers	E	

If you have any questions regarding the role then please contact melissa.raistrick@carersleeds.org.uk