

JOB DESCRIPTION

Job Title	Service Administrator
Department	Community Services
Reporting to	Community Services Manager
Line Manages	N/A
DBS/BD/PVG:	Yes
If applicable - Level of check required	Basic
Location	Home based with option to go into local community offices

About Independent Age

Independent Age is a national charity founded over 150 years ago with a clear mission to ensure that as we grow older, we all have the opportunity to live well with dignity, choice and purpose.

We achieve this by providing free impartial information and advice on the issues that matter most as we grow older, and work within communities to connect people, places and services to reduce isolation and loneliness. We also act as a catalyst for positive policy change by challenging the underlying causes of discrimination and inequality.

At Independent Age we live by our values and EDI principles.

Our Values are that we are:

Purpose-driven - *the experience, needs and views of older people are central to everything we do*

Compassionate - *we listen, care and take action*

Expert - *our work is evidence-based and solution-focused*

Collaborative - *we work in partnership to maximise our impact*

Accountable - *we work with integrity and transparency*

Inclusive - *we value diversity and always treat everyone fairly with dignity and respect*

Our EDI Principles are that we will:

- proactively challenge ageism and all other forms of discrimination throughout all our work.

- celebrate and champion diversity within and outside our charity and create a culture where everyone knows that they belong.
- develop our leaders so that they can act as role models and champions to our staff so they can embrace these principles and apply them in their work.
- deliver equity of opportunity for our staff, volunteers and the people who use our services whether they have a protected characteristic or not.
- ensure our strategy, policies and actions are integral to our annual planning processes to ensure that we deliver our goals and that our values are central to their delivery.
- commit to setting minimum target indicators for diversity and regularly review progress.
- collect data to enable us to track our progress.
- be publicly accountable and transparent about our progress.
- use our influence to proactively champion the principles of EDI internally and with external partners.
- continuously improve, adopt best practice and learn from and share with others.

Job Purpose

This role is an integral part of a local team delivering a range of connection services across the community for older people. The postholder will act as the central point of contact for all introductions and enquiries to discuss whether the service is right for them and be responsible for accurate data input, data quality, security, evaluation and maintenance of our service users information.

Key Responsibilities

- Act as the central contact point for all referrals and enquiries providing a friendly, kind voice at the end of the phone during the initial conversations. As well as welcoming them to the services IA offers, introducing people to other services.
- Work with other organisations to create an easy introduction process that promotes helping older people
- Work alongside caseworkers to book appointments in outlook calendars, providing accurate diary management and understanding of the needs of the service participants.
- Provide accurate and timely administrative support to the local service team by preparing correspondence, arranging meetings, producing materials and other administrative activities as required.
- Ensure accurate and timely data input onto relevant systems and support data quality processes for the wider team, working alongside the team to maintain accurate data
- Ensure timely scheduling and collection of evaluation and feedback data from service participants, using established tools and guidance.
- Provide regular feedback to referrers to update them on participants' progress and encourage further referrals into the service.
- Working alongside the team to evaluate its finding and collate the information to develop, create and produce comprehensive and impactful reports.
- Effectively use Independent Age's CRM platform to create reports.
- Act swiftly, and with purpose when escalation of issues such as safeguarding is required.
- Maintain excellent relationships with all partners and support promotion of the service through contact with professionals, agencies, and the general public.
- Working alongside the team to promote the services across Independent Age.
- Working with colleagues across the organisation to ensure an integrated approach.

General Responsibilities

- Undertake any other duties commensurate with the level of the role
- Have fun and challenge yourself at work, model the charity's values and abide by our policies and practices
- Embrace diversity and share in our commitment to equality of opportunity and to eliminating discrimination
- Contribute to our fundraising effort by embracing opportunities to fundraise yourself, to promote fundraising and to support the fundraising team
- Share in our commitment to promoting welfare and safeguarding adults at risk of harm and any children or young people connected with them that we may come into contact with through our work.
- Use the charity's resources efficiently and effectively to ensure that our financial resources are demonstrably used for the benefit of our service users
- Ensure that information is obtained, used and stored in accordance with our Data Protection and Confidentiality policy

PERSON SPECIFICATION

The person for this role needs to be friendly, kind and willing to rise to the challenge. They need to have a great telephone manner and be able to interact with people from all backgrounds and cultures. The job will involve working from home and occasionally working at community spaces across mid and North Essex so will need to be able to travel for work.

You will need to be organised and should have the following skills:

- An excellent understanding of providing administrative support to team.
- An excellent understanding and experience using Microsoft applications such as Word, Excel and Powerpoint
- A good working knowledge of virtual platforms such as Zoom and Teams.
- Excellent customer service skills.
- Good time management with great ability to prioritise workload and manage different work streams.
- The ability to work flexibly with an occasional evening or weekend to cover a specific event or task.
- An excellent understanding and experience of preparing reports and data in compliance with GDPR.
- A good understanding and experience of maintaining and developing new administrative systems and processes when needed.
- A desire to work with older adults and/or people with complex needs.
- The ability to travel on occasions to the London office for training.