

## Role description

<b>Job Title:</b>	<b>Service Administrator</b>
<b>Directorate:</b>	<b>Community Services</b>
<b>Reporting to:</b>	<b>Service Manager, Guildford and Waverley</b>
<b>DBS – Level of check required:</b>	<b>Basic DBS</b>
<b>Location:</b>	<b>Office based in Guildford &amp; Waverley</b>

### 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.

## **About Reconnections**

Reconnections is an exciting service by Independent Age in Guildford and Waverley supporting people to reduce their feelings of loneliness and reconnect to life. The service works with over 65's for an average of six months, building their confidence, resilience and social networks. You will be working as part of a small local team overseen by a Service Manager and will benefit from wider support from across Independent Age, as well as a large network of local volunteers.

## **The Role**

The post holder will act as the central point of contact for all referrals and enquiries to discuss whether the service is right for them and be responsible for accurate data input, data quality, evaluation and maintenance of service user. Build relationships with local partners and identify opportunities to develop community links. Our approach inspires creative thinking to achieve the greatest impact for those we engage with.

## **Key Responsibilities**

- Act as the central contact point for all Reconnections referrals and enquiries. This will include telephone, email and face to face communication.
- Contact potential service users to discuss their initial eligibility and suitability for the service and signpost to alternative services where appropriate.
- Allocate and book new referrals to Caseworkers including accurate diary management and understanding of needs of the service users.
- Ensure accurate and timely data input onto relevant systems (including Salesforce) and support data quality processes for the wider team.
- Provide regular feedback to referrers to update them on service users' progress and encourage further referrals into the service.
- Timely scheduling and collection of evaluation and feedback data from service users, using established tools and guidance.
- Develop and produce regular monitoring and reporting information in line with the service requirements and other reports as required by colleagues.
- Respond to all enquiries to the service as appropriate and escalate where necessary to ensure a satisfactory and timely resolution.
- Provide accurate and timely administrative support to the Reconnections team by preparing correspondence, arranging meetings and events, producing materials and other administrative activities as required.

## **General Responsibilities**

- Undertake any other duties appropriate 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.
- Support the organisational fundraising effort by promoting fundraising where relevant.
- Share in our commitment to safeguarding adults at risk of harm.
- 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**

### **You should have the following:**

#### **Experience**

- Experience providing administrative support to a small team.
- Use of Microsoft Office packages and databases (e.g. Salesforce).
- Strong customer service experience, ability to resolve problems and deal with queries in a proactive manner.
- Ability to independently travel throughout Guildford and Waverley area. Use of own vehicle and clean driving licence would be desirable.
- Experience preparing data and reports would be desirable.
- Existing networks and relationships with community partners and agencies in the area would be beneficial.

#### **Knowledge, Skills & Abilities**

- Engaging and empathetic communication skills via telephone/email/written reports/presentations with service users and members of the public as well as with staff and other external contacts.
- Ability to write accurately and in plain English.
- Excellent ability to maintain efficient office and filing systems and improve administrative systems and processes.
- Collaborate effectively within a team while working in a largely remote setting.
- Ability to work with minimum supervision, take initiative, troubleshoot and find solutions to problems.
- Prioritise and organise work effectively to meet priorities and deadlines.
- Able to accurately record data.
- Able to work flexibly including some evenings and weekends.