

### Overview

As our Administration Officer within a busy and dynamic service, you will demonstrate an ability to plan and prioritise in a proactive manner. To do so, you will show a range of knowledge and skills.

You will carry out the administrative and clerical tasks as part of the local service for the advancement of the administration of Carr Gomm. As part of this, you will implement administrative and data collection systems in line with our policies and procedures and provide support to senior managers as and when required.

You will demonstrate and promote the Carr Gomm's values in your day-to-day work, with a person-centred approach. These values are: *Choice, Control, Interdependence, Respect, Openness & Honesty and Efficiency; Joint Working and User Involvement.*

### Responsibilities & Success Factors

Reporting to the Operations Manager, the Administration Officer role is to carry out the administrative and clerical tasks. You will implement administrative and data collection systems in line with Carr Gomm's policies and procedures whilst providing admin support to managers where required.

Success in this role includes:

- Ensure a consistent and timely flow of accurate information between local services and the National Service;
- Administer the local training and induction programmes according to set plan under for the Operations Manager;
- Oversee the running of training sessions and provide administrative support to trainers;
- Provide administrative support for the organisation of recruitment and interviews;
- Be the first point of contact for the office managing the reception area and all main enquiries;
- Provide administrative and secretarial support to local managers as required such as photocopying, minute taking, events management and checking records on Care Planner,
- Provide IT support and advice to local services; liaise with the IT Support Provider as required.
- Oversee the office environment on a daily basis, including health and safety.
- Ensure procurement procedures are followed with in local services.
- Ensure that local administrative procedures and tasks are properly documented.
- Communicate effectively throughout Carr Gomm verbally and in writing. Whether this is to organise an internal meeting or to produce some written work for publications.
- Assist with taking telephone calls and forwarding messages in the office.

This outline is by no means exhaustive; it gives a flavour of the responsibilities and skills required.

### What we are looking for...

We are looking for a keen and enthusiastic individual to join the team. The demands of the Administration Officer role require a clerical approach and the ability to work confidently and accurately whilst demonstrating initiative is essential.

In our eyes the best Administration Officers have a proactive mind set, and possess the ability to develop effective communications with a diverse client group. Although you will not have regular direct contact with the people we support, we expect that you will have an awareness of the support we deliver, and the service needs.

**Your benefits will include:**

- A salary of £26,391 – £27,798 per annum pro rata
- Personal Career Development Plan and access to training opportunities.
- Up to 40 days holiday per year (pro rata) based on years of service and a sell-back annual leave scheme
- Enhanced maternity, paternity, adoption and sick leave
- Hybrid and/or flexible working roles available
- Access to the Carr Gomm App, which includes access to online physiotherapy, health coaching and counselling
- A Defined Contribution pension scheme, with incremental employer contributions
- Access to discount schemes, including Blue Light Card and Concerts for Carers.
- Cycle to work scheme