

Project Administrator



Be part of the Forward Carers team creating Carer Friendly communities with this **Project Administrator** role based in Birmingham.

Forward Carers is an award-winning not-for-profit social enterprise. We're on a mission to create Carer Friendly Communities across the country. We manage Birmingham Carers Hub and Walsall Carers Hub, Carer support services delivered via a partnership of not-for-profit organisations in the West Midlands which offer a one-stop shop for carer services and improving carer wellbeing. A key part of our success is developing, maintaining and growing our Carer Friendly ID and Workplace offer. If you want to make a difference to the lives of Carers and their families, and want to support our dynamic team, then this could be the job for you! We are a Real Living Wage signatory and a Carer Friendly Employer.

Job Description & Person Specification

Job Title: Project Administrator

Role type: Up to 37 hours per week – minimum requirement 18.5 hours per week. We are a Carer Friendly Employer and pay the Real Living Wage.

Location: We offer hybrid working. The post will be based at our Head Office at Touchbase Pears, Selly Oak, Birmingham a minimum of three days per week for full-time staff and pro-rata hours for part-time staff, subject to agreement.

Responsible to: Project Manager

Salary /Rate: £20,971

Job Role

The Administrator will take an active role in supporting the delivery of a range of Forward Carers projects and services. This will be achieved by:

- Responding to telephone and email enquiries, conveying accurate information promptly and appropriately
- Working as part of a team assisting the office and team to run efficiently
- Working to agreed processes administering Carer ID and Payment Cards responding to queries in a professional manner
- Support the administration of customer surveys and other team communications
- Safe handling and inputting of client and financial data to systems and gathering information to monitor project progress
- Supporting with financial administration and Carer wellbeing payments
- Regularly communicating with a range of organisations involved with Forward Carers services

- Assisting in the preparation and distribution of materials and stationery required for events
- Undertaking other duties as requested appropriate to the grade of this post.
- Representing Forward Carers in a positive and professional manner at all times

Person Specification (Key: E = Essential, D = Desirable)

1. Education, Qualifications and Training

- A good standard of education with at least 5 C/GCSE's (E)
- Training in excellent customer service practices (D)

2. Experience

- Dealing with customers via a range of channels face-to-face, telephone and/or online (E)
- Responding to queries and simple problem solving (E)
- Setting up and maintaining records (E)
- Working in the health, social care or community sector (D)
- Working to deadlines (D)
- Taking accurate meeting notes (D)

3. Knowledge or Awareness

- Computer literate, competent in Word, Excel, Powerpoint and Outlook (E)
- Maintaining a high-level of confidentiality and discretion at all times (E)
- Familiarity with the issues facing parent-carers and family carers (D)

4. Skills

- Excellent customer service skills (E)
- Organised, with good administrative skills (E)
- Able to meet deadlines and work to an agreed budget (E)
- Skilled in word processing and comfortable with email, social media and online meeting technology (E)
- Can work as part of a team (E)
- Able to network effectively with a range of people and diverse organisations (D)
- Microsoft Office (E)

5. Personal Attributes

- Organised and dependable (E)
- Compassionate and sensitive to the needs of others (E)

6. Other Requirements

- Suitable environment to work from home (E)
- Occasional travel across West Midlands as required (D)
- Standard DBS check (E)

Applications:

Send covering email or email with an attached letter, and your CV to: georgina.koceli@forwardcarers.org.uk with the email entitled 'Forward Carers Administrator Post'.

To be considered for this post you will need to ensure that you have demonstrated how your skills and experience meet the Person Specification requirements outlined below to fulfil the job successfully. Closing time / date is **midday 6 January**.

Interviews will take place week at Touchbase Pears, 750 Bristol Road, Selly Oak, B29 6NA on **Monday 16 January**.