



JOB DESCRIPTION

POST:	Central Support Manager
SALARY:	£20,000
HOURS:	37.5 per week
HOLIDAY ENTITLEMENT:	27 days plus statutory bank holidays
PENSION:	3%
LINE MANAGED BY:	Operations Manager
LINE MANAGING :	Administration Team
BASED AT:	Llandrindod Wells Office

PURPOSE OF CREDU

Credu's purpose is **to empower all young and adult Carers to enjoy a good quality of life and sense of wellbeing.**

We work **with** Carers, other citizens and community members because we know that together we can achieve so much more than we can alone.

Credu is a charity which gives support to Young Carers and Adult Carers throughout Powys and Young Carers throughout Wrexham, Conwy & Denbighshire We operate through outreach workers who are supported by team managers and a small office based team in Llandrindod.

Each team have a set of principles which are about being Carer focused, working together well and being effective.

PURPOSE OF POST

The purpose of the post is to lead and support a passionate administration team to provide:

- An excellent source of administration support
- An excellent first point of contact for Carers and others

The post holder will be given training in Collaborative Communication Skills, as are all staff within our organisation. This is because we strive to understand what is important to each unique Young Carer and Adult Carer that we work with and to work with each person in a

way that is useful to them. We strive to be person centered from the moment someone first calls the organisation.

MAIN RESPONSIBILITIES

Managing 'First Point of Contact' function

- Lead on and contribute to 'First Point of Contact' and reception duties, ensuring that Carers and others have a positive experience of Credu at the first point of contact.
- Ensure prompt and effective responses to enquiries or referrals following agreed procedures.
- Promote a safe, friendly and welcoming hub and office environment.

Managing administration

- Work with the Operations Manager to deliver the administration team's aims & principles.
- Work with the Operations Manager to review, set up and maintain administrative systems and processes.
- Work with Operations Manager to ensure administration processes and policies are kept up-to-date and disseminated.
- Ensure the provision of co-ordinated day-to-day administrative support for the whole organisation.
- Work with the Operations Manager to ensure effective use and allocation of administration resources.
- Ensure that the petty cash for head office is managed.
- Ensure office supplies and stationary resources are in sufficient supply and distributed to staff and volunteers as required.
- Work with the Operations Manager to manage IT support & communications contracts.
- Ensure the supervision and management of the office building and the Carers Hub at Llandrindod Wells.
- Ensure the supervision and management of health and safety including processes and records.
- Co-ordinate administrative support to organise activities, events and 'mail outs' on request.

Lead and supervise the administration team

- Carry out the induction of new administration staff.
- Ensure that new administration volunteers are given a comprehensive induction.
- Carry out regular supervision and support sessions with individual administration team members.
- Ensure that administration volunteers have regular individual supervision and support sessions.
- Work with individuals from Administration Team to identify learning and development needs and develop and implement a training plan.
- Hold regular meetings with the administration team, to optimise efficient and collaborative working of the team, including identifying learning and development needs to inform training plan.

Administration support for the Chief Executive Officer and the Chair of the Board of Trustees

- With the Operations Manager to co-ordinate a systematic and effective process for providing trustees with appropriate papers and minutes in a timely manner.
- Work with Operations Manager to arrange meetings as required.

- Take comprehensive minutes of meetings as required.
- Keep accurate, comprehensive, accessible records.

Human Resources Administration

- Keep accurate, comprehensive human resource records for all staff, volunteers and trustees
- Work with the Operations Manager to review and develop recruitment processes and procedures.
- Provide administrative support to the recruitment process.
- Ensure confidentiality at all times and adherence to data protection legislation.

General

- Work alongside colleagues from partner organisations, including those sharing the office building.
- Attend and act as reception at events as required.
- Work within Credu's policies and procedures, including those relating to child protection, equal opportunities, health and safety, confidentiality and data protection: reporting all concerns to an appropriate person.
- Participate in training as required and take an active role in own appraisal and professional development.
- Set high expectations and act as a good role model for others.
- Undertake any other reasonable duties that the Operations Manager, CEO or Chair may require.

PERSON SPECIFICATION

Experience and knowledge		Score	Method of Assessment
1.	Proven track record of successfully leading and managing an administration team.	5	Application & Interview
2.	Substantial and varied administrative/office experience	5	Application
3.	Experience of work under pressure balancing a number of tasks	5	Application & Interview
4.	Customer service, including active listening and the ability to give clear and accurate information	5	Application
5.	Working with volunteers a distinct advantage	2	Application
6.	Experience of taking queries from people experiencing distress	3	Application & Interview
7.	An understanding of or willingness to learn about Human Resource policies and practices	5	Application
8.	An understanding of the issues that Carers face	3	Applicaion and Interview

9.	Proven experience of successfully supervising and supporting staff.	5	Application & Interview
10.	Experience of working in the voluntary sector is an advantage.	2	Application and Interview
11.	Experience of handling and managing petty cash is an advantage.	1	Application
12.	Experience of managing health and safety procedures is a distinct advantage.	2	Application and Interview
13.	Experience of managing premises is a distinct advantage.	3	Application
14.	Experience of organizing events is an advantage.	2	Application
Skills			
15.	Excellent interpersonal and communication skills.	5	Application & Interview
16.	Proven leadership skills.	5	Application & Interview
17.	High standard of literacy and numeracy skills.	5	Exercise
18.	Ability to motivate others.	5	Application & Interview
19.	Ability to work on own initiative.	5	Application & Interview
20.	Ability to prioritise and keep self and others to deadlines.	5	Application & Interview
21.	Excellent and varied general administration skills.	4	Application & Interview
22.	Excellent IT skills.	4	Exercise
23.	An ability to accurately distill and summarise discussions for minute taking/recording meetings.	4	Application
24.	Excellent record keeping.	3	Application
25.	Ability to Speak Welsh is a distinct advantage.	2	Application
Attitude			

26.	Positive, friendly and confident.	5	Interview
27.	An ability to empathise with people facing difficult challenges and to listen and respond appropriately.		
28.	Supportive and assertive approach to leadership and supervision.	5	Interview
29.	Carer focused.	5	Interview
30.	Solution focused.	4	Interview
31.	Flexible attitude to work.	4	Application
32.	Enjoy learning – reflecting and improving.	4	Application
33.	Resilience.	5	Interview
34.	Understanding the ethic of confidentiality.	5	Application
35.	A commitment to putting equal opportunities into practice.	5	Application
Qualifications			
36.	Administration and IT qualifications or equivalent experience (NVQ Level 3 standard).	4	Application
Other			
37.	Ability to travel throughout Powys is an advantage.	2	Application
38.	Willingness to work additional hours on occasions for which time off in lieu will be claimed.	4	Application