

JOB SPECIFICATION

(Post Ref: PR119)

Job Title:	Tier 1 Administrator
Line Manager:	Team Leader
Salary Scale:	£22,438 to £22,847 (Actual for 25hrs £16,027 to £16,319).
Location:	Central Leeds Office based
Hours:	25 per week (core office hours 9.00– 14:00 or 10:00 – 15:00)

Purpose of the role

To provide administrative support for our Tier 1 services

Main responsibilities and duties:

- To provide administrative support, including letter preparation, data collation, meeting coordination, record keeping, rotas, and telephone contact within our Tier 1 service
- To undertake actions on our client record system as allocated by carer support workers to support Tier 1 activity.
- To update manuals and information guidance for the Tier 1 service
- To provide first point of contact for carers and visitors to Carers Leeds
- To manage the booking system for advice line appointments and other Carers Leeds activities

Core Values & Behaviours:

At Carers Leeds we are one team, working together to benefit carers. We have a shared set of values and behaviours which guide everything we do. **Values** are the things we believe are important at Carers Leeds. **Behaviours** are what we expect staff, trustees, and volunteers to do, to enact our values. These values and behaviours apply to how staff, trustees and volunteers interact with each other and the way we work with carers and external partners.

These values and Behaviours are continually reinforced from induction through supervision and team meetings.

- **Integrity** – we are honest, fair and speak up
- **Accountability** – we do what we say we will and take responsibility for our actions.
- **Inclusion** – we value differences and take action to reduce exclusion.
- **Respect** - we value and listen to each other.
- **Excellence** - we continually improve through listening, learning and innovation.
- **Kindness** - we are friendly, caring, and considerate.
- **Empowerment** - we support, trust, and promote empowerment to make a difference.

Respect for service user Confidentiality

The jobholder should always respect service user confidentiality and not divulge information unless sanctioned by the requirements of the role

Person Specification

Applicants for this role should use your application form to show that you meet all of the essential criteria outlined in the person specification for the position. If you fail to demonstrate this, or are unable to meet the criteria, it is unlikely you will be shortlisted for an interview for this post.

	Knowledge and Understanding	Essential/Desirable	How identified Application / Interview
1	An understanding of, or interest in, the issues affecting carers and their support needs.	E	A/I
	Demonstration of a commitment to equality, diversity, and inclusion	E	I
	Understanding of the voluntary and community sector	D	I
2	Understanding of IT and digital resources including Microsoft 365, Microsoft office and databases	E	A/I
	Skills and Competency		
3	Experience of office administration	E	A
4	Experience of supporting with report writing and excel spreadsheets.	D	A/I
5	Experience of admin record keeping	E	A
6	Excellent verbal, listening and written communication skills.	E	A/I
7	Strong level of IT skills and experience of using a database	E	A
8	Proven teamwork skills as well as an ability to work on your own.	E	A/I
	Behaviour and Personal Attributes		
9	Can demonstrate the behaviours which align to Leeds Carers values.	E	A/I
10	Ability to demonstrate confidentiality	E	A