

CARERS TRUST

**Sheffield Carers
Centre**

**Sheffield Carers Centre
Recruitment Pack**

Business Support Officer

July 2022

Dear Candidate,

I'm delighted that you're interested in joining our fantastic friendly team at Sheffield Carers Centre.

Working with us gives you the satisfaction of knowing that you are making a direct and positive difference every day to the lives of unpaid carers in our city and beyond. Sheffield Carers Centre is a highly respected organisation, known for the quality of its services, the difference it makes to carers' lives and its commitment to raising the profile of caring.

We are a team of 20 staff and 30 volunteers, where everyone's contribution is valued and counts. The role of Business Support Officer will suit you if you enjoy variety in your role, have experience of administration and reception work and are looking for the next step in your career, and want to play a key role in the smooth running of a local charity that really makes a difference.

On the next page you will see other key benefits of working with us, which include flexible working and a great city centre office space.

If you've got any queries or would like an informal conversation about the role do get in touch. You can call me on 0114 278 8942 or email graham@sheffieldcarers.org.uk.

If you think this is an organisation that fits with your aspirations, skills and experience, we'd love to hear from you. We look forward to receiving your application. Yours sincerely,

Pauline Kimantas
Chief Executive Officer

Business Support Officer

Background Information for Applicants

Sheffield Carers Centre is the city's leading provider of services for adult unpaid carers, established 29 years ago. It is part of a vibrant voluntary sector, and a member of the national Carers Trust network. We currently employ 18 staff (14WTEs) and around 30 volunteers contribute to our work.

A carer is anybody who, unpaid, looks after somebody who has care and support needs arising from disability, health conditions, mental health, old age, frailty or addiction. Carers usually look after a relative. Around 3,000 carers use our services every year.

In 2021 the Carers Centre was successful in its bid to deliver the contract for the city's Carers Service with Sheffield City Council for the next 5 years, commencing in January 2022. This provides an excellent level of financial stability.

Business Support Systems

The delivery of our services depends on the effective and efficient management of essential business support systems. These include:

- Our IT system, hardware and equipment. We use standard Microsoft software, SharePoint for document storage and management and 3CX for our broadband based phone system. ESP provides our IT support.
- Our case management system, with 14,000 carer records. We use Charitylog, a web-based system, for case management, recording, data collection and reporting.

Business Support Team

Our small Business Support Team provides a busy reception service for anyone contacting the Carers Centre and administrative support, including inputting carer data into Charitylog, sending out Welcome Packs to carers and processing small grants and other payments for carers.

Premises

Our city centre office space is rented.

Key Benefits and Terms

Office space. An attractive, light and airy city centre office space, with spacious staff room and kitchen. Handy for shops and public transport. Secure bike parking and showers. Some onsite parking for cars is available.

A flexi working policy is in place. We are developing our approach to hybrid working and are committed to this as a long-term approach. All new employees will work in the office initially, with hybrid working options after induction for staff with a suitable home set up. Please contact us if you would like further information about our current arrangements.

Working hours for full-time roles are 37.5 hours per week. The service is delivered Monday to Friday between 9am and 6pm. Core business hours for all employees are 10am to 4pm.

Annual leave for full-time employees is 27 days for the first 5 years of service, increasing after this. This is pro rata'd for part-time employees.

Salary £19,650

Pension contribution 6.5% **Probationary Period** of 3 months



Sheffield Carers
Centre

Job description: Business Support Officer

Hours: 30 hours pw
Base: Sheffield Carers Centre
Dearing House
1 Young Street
Sheffield S1 4UP
Salary: £19,650 (pro rata) (pay review pending)
Annual leave: 27 days plus 8 Bank Holidays (pro rata)
Reporting to: Finance and Resources Manager

Purpose

To provide high quality administrative and reception support to Sheffield Carers Centre

Definition: A carer is anybody who, unpaid, looks after somebody who could not manage without this support due to illness, frailty, disability, a mental health problem or an addiction. This may be a relative or friend.

Sheffield Carers Centre services are available to any adult carer in Sheffield including parent carers, or for a carer who cares for a person resident in Sheffield.

Key outcomes:

- high quality administrative support to Sheffield Carer Centre service delivery
- an efficient and welcoming reception function for anyone using the Carers Centre

Key responsibilities:

Reception service

- To provide the **reception** function at the Carers Centre, over the phone and face to face for all visitors. This will include being a first point of contact for the 'office' telephone and ensuring a diary is kept for all visitors to the Centre and ensuring they are welcomed to the Centre and dealt with efficiently and effectively

- To act as the primary point of contact for routine **premises/maintenance** of equipment issues, following up maintenance requests and liaising with other tenants and the Centre's landlord as appropriate.
- To administer a **room bookings** system at the Carers Centre, prepare rooms for meetings and liaise with organisers of meetings regarding booking and basic health and safety arrangements, including ensuring attendance registers are completed; maintaining promotional materials concerning the availability of meeting rooms

Administrative support

- To provide general **administrative support** to the Centre, including data input, photocopying, filing, completing correspondence, processing incoming and outgoing mail
- To provide providing high quality administrative support to the Chief Executive and Carer Services Manager as required – for example arranging appointments and meetings, supporting administration aspects of recruitment processes
- To provide administrative support for all **appointments** for carers and workers as required. This will include arrangements for confirming carers' appointments with the service, liaising with colleagues regarding appointments with carers, booking appropriate meeting rooms etc
- To provide administrative support for specific projects and services, e.g. quality assurance work, short breaks service and emergency planning support service
- To carry out some routine updating of the Carers Centre website in liaison with the Communications Worker
- To lead as directed on the administration of a wide range of Carers Centre events and carer training programmes, where appropriate. This may include venue and catering arrangements, issuing invitations/reminders (by email, text or letter), distributing promotional material and information, confirming appointments if required and acting as a point of contact for them
- To contribute to and support, as required, co-production activities, ensuring that the Carers Centre develops quality services in conjunction with carers
- To collate and send **information resources**, as required by the Carer Advisor team and other colleagues, assisted by volunteers as appropriate
- To work with and support administration and reception volunteers in liaison with the Volunteer Development Worker, Carer Services Manager and Finance and Centre Manager.
- To assist colleagues in maximising fundraising opportunities

Servicing meetings

- To service formal and informal meetings such as the **Carers Centre Board of Trustees** and its sub-committees, and the **Carers and Young Carers Partnership Board**. This will include the distribution of papers, arranging and attending agenda-setting meetings, booking venues, taking high-quality minutes at the internal and external Board meetings and any additional administrative work associated with the meetings

General

- To operate within Carers Centre policies and procedures. This includes health and safety, data protection and safeguarding, as well as referral systems and monitoring arrangements
- To enter data onto the Centre's central database accurately and in a timely manner; to extract information as required in liaison with senior managers and other colleagues
- To take part in appropriate training, supervision and appraisal
- To work flexibly to support carers and the needs of the service. The service operates Monday - Friday, 9 am – 5pm, 52 weeks per year and post holders working hours will be within this timeframe. Very occasionally, the post-holder may be asked to work outside these hours, for example to minute a meeting which takes place in the early evening.
- To undertake, by agreement, any other duties as reasonable and appropriate to the post.

Person specification

Essential skills and knowledge

- Experience of providing a wide range of administrative tasks
- Experience of providing a reception service in a customer-focussed organisation
- Appropriate qualification(s) in administrative procedures or IT (eg RSA, NVQ etc) or equivalent training.
- Proven track record of servicing board-level meetings and producing high quality minutes
- Excellent organisation and communication skills, including excellent telephone manner
- Experience of prioritising own workload and working to tight deadlines
- Excellent knowledge of IT systems including proficiency in Microsoft Office applications
- Ability to work on own initiative and as part of a small team
- Experience of working within agreed protocols and systems
- Understanding of confidentiality and data protection requirements and processes

Desirable skills and knowledge

- An understanding of the needs of carers – either through experience of working with carers (paid or unpaid) or personal experience
- Appropriate qualifications in IT, and keyboard skills
- Experience of working with volunteers