

Let's change how we age

Services

Administrator

The job, in a nutshell

To provide a single point of contact for enquiries about the Blackpool office, support with resource planning and rota management activities as well as providing an efficient and effective administration service for the National Services Division in Age UK.

www.ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

Our values

Collaborative
Ambitious
Impactful
Inclusive

Administrator

Services

What you'll do for us:

•Provide administrative support across the Advice Line, Silver Line, Telephone Friendship Service and Connect & support in line with the agreed quality standards, including data protection and confidentiality.
•Support resource planning activities.
•Compile, update and distribute team rota's.
•Maintain and produce departmental resources.
•Create and compile effective statistical reports within the required timeframes.
•Support the use of the Brand Partner Portal including the information and advice Integration Service.
•Support the Starter/Leaver process including supporting the distribution of IT equipment and training materials.
•Provide administrative support, including arranging the room bookings, refreshments, travel and hotel arrangements, minute and note taking of meetings, responding to written enquiries (whether by email or letter) and raising purchase orders as appropriate.
•Update and maintain generic workstation information for the Advice Line colleagues in the Blackpool office, within the required timeframes.
•Process all post at the Blackpool office.
•Perform any other tasks as appropriate to the grade of the post as requested by the Performance & Administration Manager, National Managers, Heads of, or Director of National Services.

Location
Hybrid/Blackpool

People management
No

Division
Services

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disability confident

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Must haves

The letters after each competency indicates at what stage in the selection process this area will be assessed.
Application = A, Interview = I, Test = T, Presentation = P

Experience

•Experience of working in an administrative role providing a range of administration and support services across multiple teams. **(A, I)**
•Extensive experience of working with Microsoft Office, especially with Excel in producing detailed spreadsheets and reports. **(A,I,T)**

Skills and knowledge

•Excellent oral and written communication skills, with the ability to communicate appropriately with people at different levels. **(A,I)**
•Ability to prioritise a range of tasks, meeting challenging deadlines. **(I,T)**
•Excellent IT skills. **(A,I,T)**
•Excellent numeracy skills. **(A,I)**
•Ability to handle confidential, sensitive information and personal details professionally and in line with organisation policy. **(I)**
•Excellent attention to detail, with the initiative to independently verify information and maintain high levels of accuracy**(I)**

Personal attributes

•Flexible approach to in office working. **(I)**
•Ability to work independently as well as part of a team based in another office. **(I)**

Great to haves

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•Experience of working with other IT systems, such as MSD and RotaMaster, or similar. **(A,I)**

Skills and knowledge

•Knowledge of Power Query and Power BI. **(A,I)**

Any other details

•This role will be based in the Blackpool office with some home working, the expectation is for a minimum of 1 day per week to be in the office, with flexibility to do more at short notice
•Flexibility to work in the office on different days as required
•Ability to visit other offices in London and Devon on occasion

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

Age UK acknowledges that some groups are less likely to apply for roles and we welcome applications from anyone who feels they have the skills, time and energy to commit to us.

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