

# Gaddum

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## **Job Description: Carers Manchester Pathway Administrator and Data Controller**

**Job Title:** Carers Manchester Pathway Administrator and Data Controller

**Accountable to:** Chief Executive

**Responsible to:** Head of Operations

**Reporting to:** Carers Manchester Pathway Manager

**Location:** Hybrid

**Salary:** £23,498

**Hours:** 35 hours per week (with flexible working required to suit the needs of the role)

**Contract:** Permanent

### **Context**

At Gaddum, we treat everyone as individuals. We really get to know those we help, understanding their world to offer a range of support that's right for them. Our promise of tailored support is made possible by our breadth and depth of knowledge, through our unwavering commitment to the local people of Greater Manchester.

Our experience listening to generation after generation, for nearly 200 years, has taught us the importance of considering not just the individual but also the relationships around them. Our innovative approach means we can, not only build resilience, but identify further risks and offer preventive support now and in the future. At Gaddum, we believe that by supporting individuals, we ultimately help support entire communities.

Our aim is to empower and enhance the lives of people in Greater Manchester. We currently work across all boroughs in Greater Manchester.

### **Job Summary**

The Carers Manchester Pathway Administrator and Data Controller will provide a range of administrative functions which support the development of the Carers Manchester Pathway and support the co-ordination of the Carers Manchester Network

This will involve working extensively with Network members and Statutory and Voluntary sector partners to enhance the support that is offered to carers in Manchester.

The post holder will also be required to promote the Pathway and raise awareness of the work that all Organisations in the City deliver on behalf of carers.

### **Job Purpose**

Fulfilling the role will require the management of effective relationships with Network members, a range of partners and Community based organisations in Manchester.

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The role will provide administration, data management and project support for the Programme Management of the Pathway and support Network co-ordination roles which are the responsibilities of Gaddum.

Delivering these key tasks will involve working collaboratively with all partners, stakeholders and carers in to order to deliver high-quality and safe services for carers.

## **Main Duties and Responsibilities**

### **Carers Manchester Pathway Support**

- To be responsible for organising and taking minutes of workshops and meetings which support development and delivery of the Carers Manchester Pathway
- To support the ongoing development of the Performance Management System for the Carers Manchester Pathway working closely with colleagues to develop the Carers Dashboard
- To receive data from partners delivering elements of the Carers Manchester Pathway, enter on appropriate systems and produce reports on delivery.
- To support the Carers Manchester Pathway Co-ordinator and Network Project Manager in other duties as requested

### **Carers Manchester Network Coordination –**

- To support development and co-ordination of the Carers Manchester Network
- To support the facilitation, and take minutes, of meetings set up under the auspices of the CMN.
- To promote and raise awareness of the Carers Manchester Pathway and the role that the Network and its Members play in supporting carers in Manchester.
- To support organising of events for Carers in Manchester including an Annual Carers forum, activities celebrating Carers Week, Carers Rights Day and Young Carers Awareness Day.
- To support the provision of information for network members and carer support organisations which will help them to develop quality services for carers.
- To support carers to have the opportunity to contribute to the development and delivery of the Pathway through helping develop and maintain a comprehensive volunteering programme.
- To support development of an annual service delivery plan for the Pathway

### **Other Duties and Responsibilities**

- To complete specific tasks allocated through work plans, project plans and the business plan.
- To provide monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.
- To be involved in producing information for annual impact reports.
- To actively engage in ongoing personal and professional development, making

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full use of supervision, appraisal and learning opportunities.

- To act at all times to promote equality and diversity ensuring inclusive and integrated services.
- To seek advice, support and guidance as required
- To encourage service users to be aware of the full extent of Gaddum's services.
- To maintain a general understanding of the work of the whole organisation and attend team meetings/events.
- To adopt a flexible approach to working patterns to suit the needs of the role and responsibilities as required.

The post-holder will be required to undertake other tasks as reasonably directed by the Carers Manchester Pathway Coordinator and Project Manager which will usually be commensurate with the skills and experience of the post-holder.

The details contained in this job description, particularly the principal accountabilities, reflect the content of the job on the date the job description was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change; existing duties may be lost, and other duties may be gained without changing the general character of the duties or the level of responsibility entailed. Consequently, this job description may be revised from time to time.

All staff are expected to work within all Gaddum policies and procedures.

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## Person Specification: Carers Manchester Pathway Administrator and Data Controller

| Criteria                  | Essential   | Desirable  | Assessed              |
|---------------------------|---|--|-----------------------|
| Qualifications & Training | Maths and English GCSE at grades C or above (or equivalent qualification).  |  | Application           |
| Knowledge & Experience    | <p>1 years' experience of providing administration support.</p> <p>Evidence of continuous professional development.</p> <p>Experience of collating data and preparing reports.</p> <p>Experience of using database systems for record keeping and the management of data.</p> <p>Understanding of, and demonstrable commitment to, ensuring equal opportunity.</p> <p>An understanding of Equality and Diversity duties in the workplace.</p> <p>A robust understanding of confidentiality.</p> | <p>Knowledge of issues which affect Carers</p> <p>Knowledge of Safeguarding practices.</p> | Application/Interview |

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|---------------------------------------|---|--|-----------------------------------|
| <b>Skills &amp; Abilities</b>         | <p>High quality ICT skills and proficiency especially in the use of Microsoft Office.</p> <p>Demonstrable ability to communicate with a wide range of people.</p> <p>Excellent verbal and written communication and negotiation skills.</p> <p>Very well organised, able to prioritise and plan own work and work to meet deadlines.</p> <p>Ability to offer basic information over the telephone.</p> <p>Ability to work with databases.</p> | <p>Understanding of how social media can be utilised to publicise training events.</p>                   | <p>Application/Interview/Test</p> |
| <b>Values and Personal Attributes</b> | <p>Committed to the values of Gaddum.</p> <p>Non-judgmental attitude.</p> <p>A flexible &amp; positive work ethic.</p> <p>Demonstration of a commitment to equality and diversity.</p>  |  | <p>Application/Interview</p>      |
| <b>Other requirements</b>             | <p>Flexible approach to working hours to meet the needs of the service.</p> <p>Ability to travel within the Manchester area to support events and meetings with partners.</p>   | <p>Ability, with advance notice, to working evenings &amp; weekends if required by the organisation.</p> | <p>Application/Interview</p>      |