



JOB DESCRIPTION AND PERSON SPECIFICATION

JOB TITLE: Activities Admin

Employed by: Imago

Responsible to: Service Manager

Working hours: Part time within Monday to Friday. Flexibility required as occasional evening or weekends needed

Background: Imago is a social action charity delivering an innovative range of services to individuals, voluntary and community organisations and private and public-sector agencies in Kent, East Sussex, Medway and London. Underpinning our work is a commitment to excellence, evidencing impact and safeguarding vulnerable people. We work with individuals, families, and communities to create change together.

Purpose of Role: To plan, coordinate and promote a programme of educational, fun, leisure and residential activities for Young and Adult Unpaid Carers. To efficiently complete associated admin tasks to a high standard, ensuring an excellent service is provided where Unpaid Carers can have a break from their caring responsibilities in a safe and social environment where they can meet other carers and focus on their wellbeing

RESPONSIBILITIES AND DUTIES

- Work closely with the service manager to plan a broad spectrum of regular and ad hoc activities for Young and Adult Unpaid Carers in line with budgetary requirements, offering opportunities to meet with peers, develop confidence, learn new skills, reduce social isolation, provide short-term respite, etc.
- Manage communication and build relationships with activity providers and venues; carry out due diligence checks
- Manage activity booking processes; promote activities; respond to communications and queries from Unpaid Carers
- Complete risk assessments for activities; ensure access and health and safety requirements are met; arrange activity resources and refreshments as required
- Research and book trainers, venues, activities, resources, etc.; negotiate value for money
- Ensure all internal finance procedures are followed
- Provide other admin support for the service as required
- Support the delivery of the service activity package if required
- Undertake regular evaluation of the service, ensuring Unpaid Carers are at the heart of the process and help shape future activities

- Work with an understanding of cultural differences and how this may impact the support Unpaid Carers receive and access
- Maintain excellent records using our bespoke database and other methods; provide monitoring information and reports
- Work with an understanding of issues relating to lone working and safeguarding; and adhere to Imago policies and procedures
- Have a commitment to equal opportunities, ensuring services are accessible to all sections of the community

ESSENTIAL SKILLS AND EXPERIENCE

- Relevant personal or professional experience of administration, and planning and arranging a programme of activities; understanding of budgets
- Excellent customer service skills; able to interact effectively with clients, partners and providers
- Ability to work independently and as part of a team; to meet objectives, achieve targets and work to tight deadlines
- Excellent communication, organisational and written skills; good creativity
- A practical understanding of physical, emotional and attitudinal barriers facing Unpaid Carers; and awareness of cultural differences and accessibility of support
- Confident working within professional boundaries
- Ability to stay calm in challenging and emotional situations and have a measured response
- Proficient in using word, excel, websites and experience of using a database; use of social media
- Ability to forge effective relationships at all levels and across boundaries
- Good level of education, ideally degree level or equivalent

Desirable Experience

- Experience of providing support to vulnerable groups

Post is subject to references and a satisfactory enhanced
Disclosure and Barring Service check