# THE CARERS’ SUPPORT CENTRE

# JOB DESCRIPTION

Job title: Bristol Parent Carers (BPC) Administrator

**Responsible to:** BPC Chair

**Hours:** 19 hours p/w flexible across the week term-time only. Fixed term contract **initially** for one year, all paid annual leave to be taken in the school holidays

**Salary:** £16,938 - £18,341 (pro rata) dependent on experience

## Place of work: BPC’s Office, Phoenix Social Enterprise,

##  5 Russell Town Avenue, Bristol BS5 9LT

**Aims of the post**

To support the work of BPC by providing administrative support to the Chair and the general co-ordination of BPC activities as capacity allows.

**Main tasks**

**To:**

* provide administrative support to the Chair of BPC as directed
* provide general administration support to the Management Committee & Steering Group to include meeting notes/minutes
* facilitate appropriate responses to telephone, email, post and personal caller enquiries
* maintain the electronic filing system for emails and documents, as well as a paper filing system
* co-ordinate and manage regular meetings and events
* keep a calendar and statistics of work undertaken by reps and officers
* produce publicity and promotional materials for events and meetings
* manage the office and supplies
* ensure all procedures are followed according to BPC’s policies
* input financial data into SAGE (full training will be given if no experience of Sage).

**General**

**To:**

* Undertake any other duties commensurate with the grading of the post, as agreed with your line manager.
* To represent and promote the work of Bristol Parent Carers.

**General information about the role**

**Time Commitment**

The spread of the hours per week across the year can be negotiated to form a flexible weekly working pattern that suits both parties.

**Support Provided**

Although you will work primarily on your own in the office, you will work alongside other Steering Group members from time to time. You will receive ongoing support from The Carers’ Support Centre and Supportive Parents.

Relevant induction and training will be offered as necessary.

**Key Players**

Bristol Parent Carers is the parent carer participation forum working in partnership with the local authority and health service to improve and develop services and choices for parent carers and their families.

The Carers Support Centre and Supportive Parents are two voluntary sector organisations that support the work of the participation forum, and provide services for parent carers.

The Carers’ Support Centre acts as the employer for BPC’s PAYE staff and will manage the contract and payroll services.

For more information about the organisations visit the websites below:

**Bristol Parent Carers**

[www.bristolparentcarers.org.uk](http://www.bristolparentcarers.org.uk)

**Carers’ Support Centre**

[www.carerssupportcentre.org.uk](http://www.carerssupportcentre.org.uk)

**Supportive Parents**

[www.supportiveparents.org.uk](http://www.supportiveparents.org.uk)

**CARERS’ SUPPORT CENTRE**

**PERSON SPECIFICATION**

Job title: Bristol Parent Carers’ Administrator

ESSENTIAL:

Experience/Knowledge

* At least two years’ experience of administrative support including maintaining office systems
* Experience of dealing with enquiries from members of the public
* Experience of operating IT systems
* Experience of organising events and meetings
* Experience of accounting systems
* An understanding of some of the issues affecting parent carers of children/young people with disabilities, special educational needs, and life-limiting conditions (0-25 years of age).

Skills

* Computer literacy with good working knowledge of the following:
* Microsoft Word (for documents)
* Excel (for databases and spreadsheets)
* Publisher (for promotional material)
* PowerPoint (for presentations), and
* Gmail (for email management)
* SAGE (for finance)
* Excellent written and verbal communication skills
* Excellent organisational and administrative skills including minute taking
* Excellent telephone manner and ability to deal sensitively with enquiries from carers, members of the public and external agencies
* Short-hand or speed-typing.

Attributes

* Ability to work on own initiative, manage time effectively, prioritise own workload and work to tight deadlines
* Ability to establish good working relationships
* Commitment to equal opportunities in practice.

DESIRABLE:

* Experience of producing and designing publicity and promotional materials
* Experience of communicating with public bodies, such as local authorities and health services organisations
* Experience of using SAGE.