

# Job Description



<b>Job Title:</b>	Service User and Carer Support Team Administrator
<b>School/Service:</b>	Assigned to the COMENSUS Service User and Carer Support Team
<b>Grade:</b>	E
<b>Responsible to:</b>	Service User and Carer Support Lead
<b>Responsible for:</b>	Administrative support to COMENSUS
<b>Job Purpose:</b> To work co-operatively with the COMENSUS Service User and Carer Support Team ['The Team'] providing comprehensive administrative support contributing to delivery of high quality service on behalf of COMENSUS.	
<b>Main Duties and Responsibilities:</b>	
1. To be responsible for reception duties / be the first point of contact for office / telephone / email and post enquiries and communications including the monitoring of the COMENSUS office shared email inbox assisting 'The Team' with addressing priority for action / reply. <ul style="list-style-type: none"><li>a. To receive incoming calls, re-direct as necessary, provide information and advice where appropriate.</li><li>b. Receive all COMENSUS correspondence, log, sort, redistribute, redirect and reply as required.</li><li>c. To receive all visitors to COMENSUS.</li><li>d. Draft standard letters and memos as required.</li></ul>	
2. Maintain the COMENSUS event schedule, managing volunteer appointments and send timely reminders to volunteers. Produce e-copies and paper copies of the event schedule for volunteers.	
3. Book rooms, filing, purchasing administration, (including catering), dealing with external and internal suppliers to COMENSUS.	
4. Maintain the COMENSUS volunteer database.	
5. To be mindful of regulations and legislation on both data protection and freedom of information and to safeguard standards of security/confidentiality where these relate to the COMENSUS.	
6. Undertake fact finding and the preparation of reports, including the organisation, inputting and extracting data for the purposes of reporting and basic analysis.	

7. Collect petty cash from Cashiers, pay COMENSUS volunteer expenses from petty cash and keep accurate records.

8. To undertake word-processing and/or audio typing of letters, memoranda, reports, notes, minutes, presentation materials and statistical data etc. using appropriate software packages.

9. To arrange and service meetings, prepare agendas, minute meetings, distribute action sheets, maintain records and check action taken as required for the School.

10. To undertake COMENSUS administrative duties which may include some or all of the following:

- Duties with regard to timetabling and room bookings
- Support for COMENSUS committees or working parties
- Assistance with administrative processes at key times of the year for e.g. Film Festival
- Assistance with COMENSUS volunteer induction and the production of induction materials
- Maintenance of the COMENSUS website in liaison with central services and other staff

11. Any other duties commensurate with the post and the grade as agreed with the Service User and Carer Lead. This may also include occasional evening and weekend work.

An ability to work flexibly with COMENSUS staff is essential to ensure that the current and future administrative needs of COMENSUS are met over the calendar and academic year.

# Person Specification



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Attributes	Essential	Desirable	Measured By
<b>Work Experience</b>	Substantial recent experience working as a PA or equivalent	Experience of working in an education environment	
	Experience with computerised systems/ databases		
	Experience and confident in the use of the Microsoft Office suite of packages, electronic diary and filing systems		
	Experience of working in an environment with a high degree of customer contact		
<b>Education/ Qualifications</b>	A range of GCSEs, including English Language and Maths at Grade C or above, or appropriate equivalent experiential learning	'A' level or equivalent qualifications	
	Word Processing/typing/IT qualification or demonstrable equivalent experiential learning	Shorthand qualification	
<b>Skills/ Abilities</b>	Skilled in the professional presentation of information	Audio typing skills or willingness to learn	
	Ability to work consistently under pressure, prioritise work and meet deadlines		
	Ability to research, organise, analyse and present information both verbally and in the form of reports		
	Ability to communicate effectively with staff and students and other agencies in person, in writing and on the telephone		
	Excellent organisational skills		

	Minuting skills		
<b>Other</b>	Ability to be assertive, tactful and to maintain confidentiality		
	Ability to work unsupervised and to exercise judgement and initiative		
	Ability to work alone or as a member of a team		
	A flexible approach to work		
	An understanding of and demonstrable commitment to the University's Values of Common Sense, Compassion, Teamwork, Attention to Detail and Trust, as a framework for decisions, actions and behaviours		

<b>Print name:</b>	
<b>Sign:</b>	
<b>Date:</b>	