**Job Description**

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| **Job Title:** | **Enhanced Project Administrator**  **(Fixed term although could be extended)** |
| **Accountable to:** | **Customer Service Team Leader** |
| **Location:** | **323 Roundhay Road, Leeds, LS8 4HT** |
| **Hours:** | **37 hrs per week** |
| **Salary:** | **£19, 316 - £20,100** |

**Job Purpose:**

To work within the Customer Service administrative team whose remit is to be the first point of contact for all enquiries and referrals received by Care & Repair for a range of new schemes, providing advice and information, managing, and processing all referrals appropriately. To provide high quality administrative support to ensure that the services operate smoothly and efficiently. To ensure an excellent standard of customer service is achieved and that all agreed measures and documentation are recorded and completed within specified timeframes and to the required standard.

**Main Duties and Responsibilities:**

1. Oversee the various schemes, working alongside the Customer Service Team Leader and Service Delivery Manager.
2. Creating excel spread sheets to record stock levels and maintaining accurate accounts of funding used for purchases of items for the various schemes.
3. Liaising with Support Worker and various team members.
4. Liaising and ordering of stock from supplier to ensure we receive the best value.
5. Ensuring the information is recorded accurately on HIA case manager system and contacting client for additional information.
6. Telephone calls to Hospital Discharge clients.
7. To attend meetings, where necessary to provide updates on the scheme and for information.
8. To liaise with the nominated handyperson to ensure that all client visits are planned, carried out and recorded
9. To gather feedback from clients to measure success of the scheme
10. To participate in review meetings, planning and creating update documents that demonstrate progress against scheme KPI’s
11. Provide general administrative support to the Service Delivery Manager, and colleagues
12. Support the continuous development and improvement of administrative processes and systems to enable self and colleagues to manage workloads to maximum efficiency and provide excellent customer service.
13. Work as part of the team responsible for supporting with incoming calls where workload allows

**Policies and Procedures:**

1. Adhere to the requirements of the Data Protection Act in respect of client confidentiality and disclosure of data, and handling of credit card payment information, always following information governance policies and procedures.
2. Adhere to all policies and procedures set out in Care & Repair Leeds Employee Handbook.

**General:**

1. Demonstrate a personal commitment to the vision and values of the organisation, and actively promote a positive and respectful culture based on the values.
2. Identify own training and development needs in conjunction with the Customer Service Team Leader and participate in training opportunities and regular supervisions.
3. Take reasonable care of your own health, safety, and welfare, and that of other people who may be affected by your actions or omissions, complying with Care & Repairs’ health and safety policy and procedures.
4. Assist in marketing and promoting all services, attending events as appropriate, and always representing the organisation in a knowledgeable and professional manner.
5. Undertake any other reasonable duties as required to affect the smooth running of the organisation.

**Person Specification:**

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| **ESSENTIAL**  Skills/knowledge/abilities | * Experience of dealing with telephone enquiries * Ability to record information accurately, concisely and in a timely manner * Excellent telephone manner * Excellent listening and communication skills * Caring and compassionate approach to customer service * Experience of providing administrative assistance in an office environment * Proficient with Microsoft Office programmes, including Word, Excel, and Customer Relationship Management (CRM) databases * Attention to detail and accuracy * Ability to plan and prioritise tasks effectively * Ability to be a highly organised and self-motivated person who can efficiently and effectively manage a wide variety of tasks and objectives * Ability to manage own time, work independently using own initiative, be flexible, and work to deadlines * Ability to manage relationships at all levels and to sustain teamwork approaches * Experience of working within and across different teams * Willingness to undertake personal and professional development and training * Knowledge and understanding of Data Protection requirements in handling confidential information * Commitment to Care & Repair’s Equal Opportunities Policy |
| **DESIRABLE** | * Experience of working with older, disabled, and vulnerable people * Ability to collate, analyse and report on data * Ability to speak other languages |