



Lanarkshire Carers Centre
Job description

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| Job title | Carers Centre Book Keeping and Administration Worker |
| Salary Scale | Lanarkshire Carers Centre Salary Point 14 - 18 pro rata for 17.5 hrs per week It is Lanarkshire Carers Centre policy that all applicants will start at the first incremental point of this scale. Workplace Pension Scheme available |
| Hours | 17.5 hours per week – flexible to include evenings and weekends |
| Location | Based in Hamilton Centre and maybe required to work from Airdrie base and localities. The post holder will work on an outreach basis in venues across Lanarkshire. |

Background to Lanarkshire Carers Centre

Lanarkshire Carers Centre works with and for carers to develop and deliver services that make a positive difference to the lives of carers in Lanarkshire.

The vision of Lanarkshire Carers Centre is underpinned by a commitment to place carers at the heart of the organisation and ensure that our services are as effective and accessible regardless of personal circumstances or caring situations.

Lanarkshire Carers Centre delivers a comprehensive range of information, advice and support services. The work is delivered from our registered office in Hamilton, a base in Airdrie, and in locality settings throughout Lanarkshire.

The Mission statement of Lanarkshire Carers Centre is to ensure that carers in Lanarkshire are well informed, involved, supported, and empowered. Our aims are:

- Carers in Lanarkshire are identified to ensure that they are informed, supported and empowered to manage and sustain their caring roles
- Carers can access breaks from their caring role and enjoy a life outside caring
- Preventative and emotional support is available to carers at an early stage and ongoing throughout their caring journey
- Carers have a voice which is heard, listened to and effective
- Carers receive training and development relevant to their caring role
- Communities and partner organisations are aware of carers and their issues
- Ensure carers are aware of their rights and are recognised and valued as equal partners in care

The organisation is a registered charity, a company limited by guarantee, and an affiliated network partner of the Carers Trust. Lanarkshire Carers Centre is governed by a voluntary Board of Directors most of whom are carers.

Aim of the Post

To assist the Lanarkshire Carers Centre Manager to ensure the smooth operation of services and provide administrative and office support.

Main Duties and Responsibilities

- Book keeping and financial administration using SAGE
- Dealing with budget spreadsheets and nominal code budget lines
- Generate income invoices, recording income and expenditure
- Prepare invoices and update budget spreadsheets
- Fundraising and support administration, responsible for cash handling, banking, acknowledging and receipting donations.
- Maintenance of petty cash according to centre procedures.
- Organise and maintain efficient office systems
- General administrative support
- Order stationery and equipment as required
- Word processing, filing and faxing
- Dealing with telephone calls, diary appointments and emails
- Dealing with visitors and appointments
- Arrange meetings, manage diaries and provide support including minute taking
- Manage confidential information.
- Present qualitative and quantitative information for reports using a range of tools including graphs and charts
- Support and participate in the delivery of centre services and represent the centre as required
- Willingness to work in a flexible manner to include some evening and week-end work
- Any other duties as are appropriate to grade

This job outline is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor exclusive but, while some variation can be expected in particular duties. The outline is considered to provide a reasonable general description of the post.

Person Specification

| | Essential | Desirable |
|-------------------------------|--|---|
| Qualifications and Training | <p>Relevant book keeping qualification (e.g. IAB, ICB, AAT)</p> <p>A relevant qualification in Administration and/or experience in a similar role.</p> | |
| Work Experience | <p>Previous Experience of working as a bookkeeper/financial administration role.</p> <p>Previous experience in an administrative or office based role.</p> <p>A sound working knowledge and proven experience of IT systems and packages including Microsoft Office Word, Excel, PowerPoint, Publisher and Explorer</p> <p>Responding to queries and problem solving.</p> <p>Setting up and maintaining manual and electronic filing systems.</p> <p>Experience of organising events and meetings</p> <p>Diary management and appointment booking using manual and computerised systems.</p> <p>Practical experience of working in a busy office environment.</p> <p>Experience of minute taking and accurate recording of meetings.</p> | <p>Experience in working across voluntary and statutory sectors</p> <p>Experience in working in carer information and support services.</p> |
| Knowledge, Skills and Ability | <p>Excellent interpersonal skills, with the ability to communicate effectively with a diverse range of people, establishing and maintaining effective working relationships.</p> <p>Ability to:</p> <ul style="list-style-type: none"> • Undertake a methodical, organised and flexible approach to work whilst prioritising workload to meet deadlines. • Design and process a wide range of documents to high standards whilst paying attention to detail. • Develop and implement effective office systems. • Maintain a high level of confidentiality and discretion at all times. • Work as part of a team and on own initiative. | <p>Working knowledge of the internet</p> <p>Awareness of the health and social care system</p> <p>Awareness and understanding of the issues affecting carers.</p> <p>Knowledge of data protection legislation</p> |
| Personal Attributes | <p>Honest, discreet and trustworthy</p> <p>An appreciation and sensitive approach towards the needs and difficulties faced by Carers is crucial.</p> <p>A responsible and professional manner.</p> <p>Commitment to providing a high quality of service.</p> <p>Self-motivated, enthusiastic and willing to learn.</p> <p>Hard working, reliable and able to work to tight time frames</p> <p>Approachable and helpful manner.</p> | |