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**Job Description**

**Job Title:** Business Support Administrator

**Responsible to:** Senior Employment Manager

**Staff reporting:** None

**Department:** Carers Scotland

Location: Hybrid working including time in the Glasgow office. There will be some travel throughout Scotland and within the UK, involving occasional overnight stays and weekend work.

**Contract:** 3 years fixed term with possible extension

Part Time / 25 hours per week / flexible working days and hours to be agreed with the Senior Employment Manager

**Salary:** Salary Band 4 / full time salary £25,865 - £29,400 (pro-rata for 25 hours)

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**Aims of post:**

* Support the Carer Positive project with stakeholder engagement, research and maintaining database to increase awareness and grow the number of accredited organisations in Scotland.
* Support team projects and activity as appropriate and agreed, including the Carer Positive programme, Carers Parliament, Carers Summits, and other activity as directed.
* Support the planning and organisation of online and in person activities, events and sessions for carers, employers, partners and other stakeholders.
* To undertake administrative and business support tasks for the Carers Scotland team.
* To manage the Carers Scotland office.

**A Main Duties and responsibilities:**

Carer Positive and employment projects

1. Working with the Senior Employment Manager identify and research prospective clients and employers and facilitate stakeholder engagement activities to increase participation and accreditation to the Carer Positive scheme.
2. Carry out desk-based research to identify organisations and named contacts for approach by Carer Positive. This will include supporting the Senior Employment Manager with stakeholder engagement and activities as agreed aligned to targets.
3. Support the organisation of in-person and online events and sessions, as well as conferences and other activities.
4. Assist in the development and communication of relevant marketing and promotional materials and Carer Positive assets whilst also maintaining stock levels and distributing materials.
5. Help to produce and manage content for online and social media platforms (ie: websites, social media, newsletters etc)

Administrative support

1. To develop and maintain effective office systems for administration, filing, correspondence, statistics and answering the telephone.
2. To undertake general office duties i.e. dealing with incoming post, answering the telephone, reception duties, ordering of stationery and general office supplies.
3. Manage the Carers Scotland mailboxes and ensure inquiries are dealt with by the appropriate staff member or team.
4. To provide administrative support for the Scotland Summit and other networks as requested, including arranging venues where necessary, circulating papers, taking minutes and liaising with the various members, ensuring expenses and invoices are paid.
5. To manage information enquiries to Carers Scotland from carers and professionals, in conjunction with other staff.
6. To organise the maintenance and upkeep of the office and office equipment including being first point of contact for the Scotland office. You will also be responsible for the maintaining contracts on office equipment, as well as organising any annual PAT tests needed.
7. To maintain databases of key contacts and information on carers, carers’ workers, committee members and other voluntary organisations. To be the team lead in relation to the charity’s CRM project and support implementation in Scotland.

Wider Team Support

1. Be the main point of contact for carers and others making enquiries through various online and offline channels, ensuring that they receive the appropriate information and are referred on to the correct team or the helpline.
2. Working with other members of the team to support stakeholder engagement supporting partnership development, disseminate work, and share information and knowledge with carers, employers, stakeholders and partners. This could include organising and attending information stands at conferences and events.
3. Supporting staff to maintain information leaflets and publications for Scotland, including ordering and maintaining a supply for events and external activity. Liaise with Carers UK and Carers Scotland staff to ensure content of materials is accurate and up-to-date.
4. To provide administrative assistance for the effective running of the public events run by Carers Scotland including conferences, and flagship events, including the Carers Parliament in Scotland. Duties could include liaising with lead members of staff, booking venues and liaising with venue staff, negotiating costs, paying expenses and supporting on the day with logistics. This activity will be agreed with your line manager and director.

# B General Duties

1. To attend regular team meetings and UK staff meetings and to liaise as necessary with staff in other parts of the organisation.
2. To carry out all other reasonable duties commensurate with the post and as agreed with your line manager and director.

# Person Specification

# Essential Skills

1. Proven experience of organising own work, using initiative and setting priorities, as well as being flexible to support team projects.
2. The ability to carry out desk-based research including using internet search engines and other tools to gather information.
3. Experience of organising public events such as conferences and meetings.
4. Ability to work as part of a team.
5. Experience in running a small office or an administrative team.
6. Excellent word processing skills and competence on Windows packages, including Outlook, Word, PowerPoint and Excel
7. The ability to use CRM databases and software.
8. The ability to make recommendations where new situations arise.
9. Excellent telephone manner and the ability to deal sensitively and professionally with carers, employers, stakeholders and partners.
10. Ability to communicate well with a wide range of people.
11. Experience of taking minutes at meetings.
12. An understanding of and commitment to equality, diversity, inclusion and equal opportunities practice in all aspects of our work.

**Desirable Skills:**

1. An understanding of the needs and difficulties faced by carers.
2. An understanding of the employment and employability sectors in Scotland.
3. Experience in relationship and stakeholder management
4. Able to demonstrate skills to design and develop and range of marketing and promotional materials across multiple channels

**Diversity and Inclusion**

Carers UK is committed to becoming a diverse and truly inclusive organisation. We strive to create a workplace where our colleagues and volunteers can truly be themselves and feel like they belong and constantly seek to ensure all voices are heard.

To embrace this culture of diversity, our employee and volunteer recruitment should reflect our stakeholders and the society that we serve and support, regardless of age, race, gender, sexual orientation, physical abilities, disabilities or religious practices. We value individual diversity and are actively building diverse teams here at Carers UK and value our colleagues from a wide range of backgrounds.

As a membership charity for carers, we particularly seek employees and volunteers with a real understanding of the issues faced by carers. Reasonable adjustments can be made to the process and role dependent on the needs of the applicant.

**Our Values**

Carers are at the heart of everything we do, We are:

**Attentive**

* we welcome everyone and are always supportive and ready to help
* we listen carefully and respond with expertise and understanding.

**Ambitious**

* we’re courageous and innovative, aiming high and seeking out new ideas and opportunities that take us forward
* we are always learning and improving, pushing boundaries to increase our impact.

**Achievers**

* we are passionate about what we do and tenacious in our pursuit of change
* we adapt to new challenges and are always striving for excellence
* we love to collaborate and enjoy working with others to reach our goals.

**Benefits**

We understand what you need from us as an organisation and recognising that, we offer you a rewarding role in a truly flexible and supportive working environment with many attractive benefits. We’ve developed inclusive policies, flexible working arrangements with your wellbeing at the heart of Carers UK.

* A work life balance commitment with flexible working arrangements available in a truly flexible working culture
* 25 days annual leave (plus bank holidays) rising to 28 days with long service
* An additional 3 days paid leave over Christmas and New Year when the office is closed
* Up to 10 days paid carers leave which can be taken in hours, half days or full days
* 6% contribution to stakeholder pension scheme
* Access to a free and unlimited 24 hour confidential advice, support and information line including access to structured counselling; plus free and unlimited confidential 24 hour access to a GP/Doctorline via a Health Cash Plan
* Cash back to set limits via a free Health Cash Plan for dental, optical and therapy treatments plus kids cover
* Retail, restaurant and gym discounts via a free Health Cash Plan
* Recognition scheme including a values winner of the month
* Free life insurance cover 2 times your annual salary
* A commitment to staff learning and development including access to a learning management system
* A commitment to employee wellbeing including Wellbeing Wednesdays and access to the Wisdom wellbeing app
* Four Equality, diversity and inclusion employee networking groups, championed by our senior management team
* Family friendly inclusive policies
* Induction and buddy scheme
* Two paid volunteer days per year
* Paid Special leave available
* Organisational sick pay scheme
* Loans for bikes when you have been with us for 6 months
* Full access to the Digital Resource for Carers

We are proud to be an Employers for Carers and Carer Positive member and a Living Wage Employer. We have signed the ‘Happy to Talk Flexible Working’ initiative and are committed to building the best possible environment to help carers in the workforce. Carers UK have signed the Menopause Workplace Pledge and have achieved the Disability Confident Employer.

As a responsible organisation, we have taken a proactive approach to managing our impact by conducting an external eco-audit of the organisation. We already have an environmental and energy policy and together with the audit recommendations which we will be working to implement we will continue to work to manage our impact. We expect all employees to help us achieve our aim of being an environmentally responsible charity.

**Terms and Conditions**

**Post:** Business Support Administrator (Scotland)

**Location**: Hybrid / Glasgow Scotland

**Contract:**  Part Time /25 hours per week, Fixed Term – three years

**Salary:** Full time salary £25,865 - £29,400 (pro-rata for 25 hours)

**How to Apply**

At Carers UK we want our application process to be as accessible as possible. If you need any adjustments to apply please email [recruitment@carersuk.org](mailto:recruitment@carersuk.org) to discuss.

Please submit a personal statement demonstrating how you meet the requirements set out in the job specification, your CV, and completed diversity monitoring form to [recruitment@carersuk.org](mailto:recruitment@carersuk.org). The information on the form will be treated as confidential and used for statistical purposes only. These forms will not be treated as part of your application.

Please send in your application as soon as possible. We look forward to receiving your application.

Carers UK anonymises all applications prior to shortlisting.

The **closing date** is **11 July at 1pm**

Carers UK may carry out online and social media checks before a formal offer is made.