



Gofal a Thrwsio ym Mhowys  
Care & Repair in Powys

**Job Description**

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|------------------------|--|
| Job Title:             | <b>Administrator (Marketing)</b>       |
| Location:              | Newtown Office & Home (Hybrid working) |
| Reports to:            | Casework & Service Manager             |
| Responsible for staff: | None                                   |
| Version:               | 1                                      |
| Date:                  | <i>November 2023</i>                   |

**Purpose of Role**

To work as part of a small administrative team, providing excellent customer service to our clients and support to colleagues.

Through administrative support, enable the Agency to deliver existing and new areas of work in the most effective way.

The post holder will assist colleagues by handling general enquiries and initial referrals, meeting specific information needs from contractors, referral agencies or from within the Agency..

Skills in the use of social media will be put to good use in promoting our services along with other marketing initiatives and with attention to detail to ensure our web site and social media accounts are up to date and accessible to all.

**Main duties and accountabilities**

**1. Customer Service**

- 1.1. In conjunction with colleagues, be part of a team providing an effective telephone response and enquiry service.
- 1.2. Be a first point of contact for clients and stakeholders requiring information about our services
- 1.3. Set up systems and maintain the smooth running of cases by ensuring good records are kept on the Care and Repair Information System (CARIS) database and on any other records as required.
- 1.4. Ensure that the client is kept informed of all the procedures and practices involved with their particular circumstances.

- 1.5. To liaise with clients and authorised family members as necessary to ensure the specified work is carried out efficiently and effectively and in a timely manner.

## **2. Planning and Organising**

- 2.1. Plan and organise own workload to take into account changing priorities.
- 2.2. To work to procedures for service delivery, meet deadlines and achieve agreed service standards.
- 2.3. Liaise with Technical Officers and Caseworkers to update systems.
- 2.4. In consultation with Technical Officers and Caseworkers, obtain costs from appropriate contractors or suppliers.
- 2.5. Liaise with contractors to agree start dates.

## **3. Communication**

- 3.1 Liaise with colleagues within the Agency to deliver a seamless service to the client.
- 3.2 Use appropriate communication methods when dealing with clients to take into account their individual communication needs. Providing an empathetic and professional service.
- 3.3 Liaise with and maintain constructive working relationships with external agencies and colleagues, e.g. Grants Officers, Housing Associations and Occupational Therapists as required.
- 3.4 Assist with the consultation process for grant funded works, consulting with Grants Officers, Housing Associations and Occupational Therapists.
- 3.7 To prepare, receive and collate surveys from clients and stakeholders, and regularly report on these to the management team.

## **4. Marketing**

- 4.1 Assist in the promotion of the Agency and ensure widespread publicity through production of leaflets, media coverage, social media and other promotional methods such as organising talks to groups or attending relevant events as required.
- 4.2 Lead on the content of Care & Repair social media accounts and ensure information on the website is accurate and up-to-date.
- 4.3 Ensure information held on Care & Repair by external partners/organisations is accurate: review their websites and literature and identify methods to update relevant staff.
- 4.4 Develop marketing materials for new services, such as web content, brochures, organising press releases and maintain a marketing log and diary of events.

## **5. Financial Management**

- 5.1 Ensure all services operate within the funding available and offer the Agency good value for money.

## **6. General Administration**

- 6.1 Be responsible for all own personal administration.
- 6.2 Enter initial enquiry details onto CARIS and set up client folders and information packs.
- 6.3 Provide administrative support to the Agency Manager as required.
- 6.4 To maintain an efficient and comprehensive computer filing system to enable reports and management information to be accurately produced as required.

## **7. Monitoring & Reporting**

- 7.1 To accurately enter data onto CARIS.
- 7.2 Monitor cases to ensure that progress is on target, flagging up issues to the lead officer as appropriate.

## **8. Health & Safety**

- 8.1 Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and clients and adhere to Health & Safety policies and procedures at all times.
- 8.2 To attend and participate in all relevant Health & Safety courses and training sessions.

## **9. Generic**

- 9.1 To abide by and promote the ethos and vision of Care & Repair in Powys at all times.
- 9.2 Take responsibility for own personal development and seek out opportunities for learning and training. Keep up to date with developments in relevant fields of work and research.
- 9.3 Be aware of, and act in accordance with the Agency's Confidentiality Policy and the requirements of the Data Protection Act.
- 9.4 Be aware of, and act in accordance with, the Agency's policies and procedures.
- 9.5 Actively promote the Agency's Welsh Language scheme and be aware of and act in accordance with the requirements of Equality & Diversity legislation.
- 9.6 Participate in staff meetings and training courses as required.
- 9.7 Demonstrate a pro-active commitment to effective change management and its delivery.
- 9.8 Support the work of other admin staff in order to cover absence through leave or sickness or when workloads require extra support.
- 9.9 Any other duties commensurate with the post, as may be required by the Agency.
- 9.10 The post holder and the Casework & Service Manager will review this job description on at least an annual basis to ensure the job and the tasks are adequately evolved as and when the organisation changes.