

## Part-Time Customer Service Administrator (Job share)

### Who we are and why we need you:

The Evergreen Care Trust, a registered charity, has been operating in Stamford, Bourne and surrounding villages since 2005 and more recently extending into the Deepings area. Evergreen enjoys a good reputation as we have sought to promote healthy ageing, and provide appropriate practical solutions to the needs of local older and vulnerable adults. Our Team of staff and volunteers offer a wide range of both free volunteer services and have for more than a decade provided paid for domestic, laundry and shopping assistance; we consider working together vital and take partnership with statutory and other agencies very seriously.

Our aim is to support people in their own homes with little interventions to help safe guard their independence. We work with our members, their families and carers to promote independent, and purposeful lives and wellbeing. We avoid creating dependency wherever we can. The Trust became CQC (Care Quality Commission) registered in June 2017 and is launching two new regulated personal care services. We are determined to do this to the highest possible standards and to have each and every member's needs, their family and carers central to our care and efforts.

### We are looking for:

A dynamic, enthusiastic person who is passionate about good customer service, and takes pride in their work, one who exudes a 'can do' attitude and promotes Evergreen services well.

Someone willing to go the extra mile in welcoming members of the public, Evergreen personnel, service users, their families and carers, and allied professionals, either personally in Reception or by phone and email.

Someone who will enjoy working with a job share colleague and who develops over time, an understanding of the 'big picture' and works intentionally as part of a larger team.

A person who loves learning, enjoys a challenge and can cope with the pressures of frontline customer care, can think on their feet and stay calm when dealing with difficult situations.

### What we need you to do for us:

Embrace the Job Share role and be willing to work well with your colleague and

cover their absences as and when required, knowing that your colleague is willing to do the same for you.

Manage our CARAS data and scheduling software programme, Customer Care is the first contact for those who need our services and support, so you will be required to utilise your IT skills to access and input data for all of our service users and staff. This is where your communication skills will shine, sensitively collecting information and data from those you speak to and inputting this promptly.

Provide a warm, friendly and professional welcome to all who enter the building, exercise hospitality wherever appropriate and ensure that visitors sign in and out and that staff display their activity on the 'in and out' board in the entrance area of the building.

To uphold the ethos of the Evergreen Care Trust which reflects our Core Values, Criteria and Social Care pledge - essentially to treat others the way you would like to be treated.

Maintain required level of knowledge of all service areas, including partnership working, in order to provide service excellence.

Other key duties will include, managing the visitor book, and in and out board in the event of a fire.

Dealing with the post, correspondence, monies banked and other data collection and any relevant associated documentation, light administration and meeting room bookings including assisting your line manager with preparation of meeting room.

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Process and monitor DBS applications.

Any other tasks which are deemed appropriate and/or necessary for the smooth running of the [SEP]Evergreen Care Trust.

The job is ideal if you are motivated to:

Use your initiative, staying in tune with changes, growth and development within the organisation. Take ownership and responsibility for your work, achieving what you set out to do. Provide clear communication to and with those you serve and those you work with. Empathise and show compassion with members, their family and carers. Build good working professional relationships, communicate well, exercising discretion and diplomacy. [SEP]Commit to personal and professional development and learning, remaining teachable, learning from others.

## Qualifications, experience and skills we need you to have:

You will need good IT skills, ideally gained working in an administrative capacity. Good people and communication skills and the ability to prioritise tasks are essential.

## How we will reward you:

The Trust is determined to provide a competitive hourly rate and good working conditions for all staff and currently the hourly rate for this post is £7.80. All Statutory terms and conditions of employment apply, including 20 days annual leave pro rata and 8 public holidays. Evergreen will contribute to your pension scheme and we will also provide you with training relevant to your post. We seek to provide a supportive, fun and safe environment in which to work and encourage every opportunity for you to develop your own skills and professional goals. The post is offered at 2.5 days per week, Monday – Friday, days and times to be co-negotiated with your job share colleague. Initially, to accommodate an existing member of staff, we would require the post holder to work 3 days per week, Monday – Friday. Lunch breaks on full days of half-hour are unpaid. The job holder is also required to provide holiday and sickness cover for their job share colleague which will be reciprocated. It is the intention that the Evergreen Care Trust will be registered as an Employer with the National Living Wage Foundation in November 2017. If this registration is achieved, the basic hourly rate will then be determined by the Foundation. All staff undergo annual appraisal and professional development is encouraged.

## Who you will be reporting to and working with:

Reporting to the Senior Office Administrator (post title under review) and working alongside other colleagues in our Volunteer, Finance, Marketing, HR & Administration and Care services teams.

## Other Requirements:

The Trust is careful to ensure that post holders demonstrate a sincere regard and respect for older and vulnerable adults, honesty, commitment and reliability. Photo Identification should be worn at all times when working in the office or representing the Evergreen Care Trust in any capacity. <sup>[L]</sup><sub>[SEP]</sub>Post holders will be required to register with the Trust and agree to DBS disclosure, provide two character references and details of any training and work experience with older people and vulnerable adults. Employees will be expected to attend regular staff meetings and training sessions.