

## **JOB DESCRIPTION**

JOB TITLE:	Support & Signposting Support Worker
RESPONSIBLE TO:	Chief Executive
LOCATION:	24 Hamilton Road, Bangor, BT20 4LE
HOURS:	16 hours per week
Salary:	£10.30 p/hr

---

## **INTRODUCTION**

The AGE north down & ards (AGEnda) vision is to ensure that older people in the Ards and North Down area are comfortable with growing older. AGEnda's purpose is to support older people to live healthy, independent, and fulfilling lives.

## **SUMMARY OF POST**

The Support & Signposting Support Worker will help provide support to keep older people safe, well connected and living in their own homes.

## **JOB DESCRIPTION**

- Provide high quality administration regarding the support & signposting service e.g., using Microsoft office packages
- Support clients as required by phone, email, or face to face
- Liaising with & developing relationships with existing and new partners
- Answering incoming calls; taking messages and re-directing calls as required
- Office administration support
- Meeting and greeting visitors in the office
- Data input / using excel to update any database
- Liaising with service providers internally & externally

## **GENERAL DUTIES**

- Support regular staff team meetings
- Implement and work to all AGEnda's policies and procedures
- Attend training as appropriate in regard to the post responsibilities
- Perform other duties appropriate to the post as requested by the Chief Executive

## **INFORMATION**

- AGE north down & ards is an equal opportunities employer, and all staff are expected to adhere to the Equal Opportunities Policy throughout the course of their employment.
- Successful candidates will be appointed following satisfactory Access NI and other pre-employment checks.
- This job description is not definitive or restrictive and will be open to modification to meet changing needs in line with organisation policies
- Fixed term contract to March 2024.

### JOB SPECIFICATION

The person specification provides information on the qualifications, experience, knowledge and skills required to carry out the duties of the post.

The essential criteria will be used for shortlisting and as part of the selection process.

	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• 5 GCSE's C or above including English and Maths.</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ Level 3 or Diploma Level qualification in Business &amp; Administration</li> </ul>
<b>Experience, Knowledge, Skills &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• 2 years' experience of working in an office environment in the last 6 years</li> <li>• Excellent computer skills e.g. Microsoft Office, Microsoft Excel &amp; Word</li> <li>• Excellent oral and written communication skills</li> <li>• Excellent customer service skills</li> <li>• Experience of handling queries</li> <li>• Ability to work within a team to deadlines &amp; prioritise workload effectively</li> <li>• Experience of updating &amp; maintaining spreadsheets and databases.</li> <li>• Experience in data capture &amp; analysis</li> <li>• Excellent excel skills and attention to detail and accuracy</li> <li>• Knowledge of GDPR &amp; experience working with confidential information</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a small charity with volunteers and older people.</li> </ul>
<b>Additional Requirements</b>	<ul style="list-style-type: none"> <li>• Respect confidentiality at all times and adheres to AGEnda policies &amp; procedures.</li> <li>• To undertake any other duties as required.</li> <li>• Reliable &amp; Punctual</li> <li>• Meet the Access NI requirements.</li> </ul>	

***The selection panel reserves the right to enhance the shortlisting criteria to facilitate the process when necessary.***