

JOB DESCRIPTION

JOB TITLE:	Services Co-ordinator
Responsible to:	Chief Executive, AGE North Down & Ards (AGEnda)
Location:	24 Hamilton Road, Bangor, BT20 4LE
Hours:	20 hours a week (Monday to Friday 9am – 1pm)
Salary	£10.00 per hour

Main Purpose of Job:

To provide an effective service in AGEnda, adhering to the vision, mission and values.

Main Responsibilities

- Provide high quality administration to the service e.g. using customised online software & Microsoft Office Packages
- Ensuring effective operation of systems and procedures
- Telephone call handling, meeting & greeting visitors at reception
- Maintain up to date records
- Dealing with record keeping
- Supervision of a small team of volunteers
- The role is demanding and requires a high level of organisation and team work
- Client data capture & services analysis
- Creating reports on the service delivery as instructed to by Line Manager
- Dealing with client referrals
- Key holder of the building

General

- Full current driving license and access to car insured for business use during working hours or access to a form of transport to meet the travel requirements of the post.
- 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.
- This job description is not definitive or restrictive and will be open to modification to meet changing needs.
- Position depending on funding.

JOB SPECIFICATION

The job 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
Qualifications	<ul style="list-style-type: none"> • 5 GCSE including English & Maths Grade C & above or equivalent. 	<ul style="list-style-type: none"> • NVQ or Diploma Level qualification in Business and Administration
Experience, Knowledge, Skills & Abilities	<ul style="list-style-type: none"> • 2 years' experience of working in an office environment • Excellent computer skills e.g. Microsoft Office, Microsoft Excel & Word • Experience of updating & maintaining spreadsheets and databases. • Excellent oral and written communication skills • Excellent customer service skills • Excellent excel skills and attention to detail and accuracy • Experience of working with confidential information • Experience of handling client queries • Experience in data capture & analysis • Ability to demonstrate basic numeracy skills • Ability to work within a team to deadlines & prioritise workload effectively 	<ul style="list-style-type: none"> • Working with volunteers and older people.
Additional Requirements	<ul style="list-style-type: none"> • Respect confidentiality at all times and adheres to AGE north down & ards policies & procedures. • To undertake any other duties as required. • Reliable & Punctual • Candidate need to be flexible to cover annual leave/sickness/Public & Bank Holidays. • Meet the Access NI requirements. • Full current driving license and access to car insured for business use during working hours or access to a form of transport to meet the travel requirements of the post. 	

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