

VACANCY

Care Services Administrator

Department:	Care Services
Reports to:	Care Services Administration Manager
Direct Reports:	None
Designation:	Permanent (6)
Salary:	Up to £8.16 per hour
Hours:	37.5 hours per week – Monday to Friday 9am to 5pm
Benefits / Equipment:	210 hours holiday per annum (equivalent of 28 days inc Bank Holidays) Access to Newlife Pension Scheme Staff discount after 12 weeks. Access to Childcare Voucher Scheme Health Cash Plan cover at level 1 on successful completion of probationary period. Lanyard / ID badge

About Newlife:

Newlife's mission is to save and the change the lives of disabled and terminally ill children, across the UK.

We have over 25years of success and we continue to help these children and their families, by funding:

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Funding child health research
- Taking action to campaign for change
- Operating a 'training into work' opportunity for disabled adults
- Protecting the environment

You can find out more about Newlife the Charity for Disabled Children by visiting our website:
www.newlifecharity.co.uk

Post Summary:

Led by the Department Manager, this role will have responsibility for providing administrative support to the Care Services Clinical team including answering, responding to and fielding incoming telephone enquiries, supporting with placing equipment orders, supporting invoice management and arranging equipment delivery and collections, which is where experience in logistics and/or invoicing would be really useful. The post will also help out with other general / associated administration for our Equipment Grant and Equipment Loan services.

We need someone who has great IT skills and an organised and methodical approach to their work. We want someone who can work as part of a team, providing key support in a department that sits at the heart of Charity.

If you feel you have the essential (must have) requirements and can also demonstrate a significant number of points from the desired (could have) requirements shown, please apply.

Essential Requirements:

- Previous experience in an administration role.
- Great communication skills with confidence and sensitivity.
- Excellent IT skills with experience in all Microsoft Office packages and email.
- Previous experience of working with databases.
- Excellent literacy and numeracy skills.
- Excellent record keeping skills.
- Experience in ordering, invoice control and/or logistics.
- Ability to break down and analyse information where required.
- Ability to work on your own and as part of a team.
- Ability to work to important deadlines.
- Great attention to detail to ensure a good standard of accuracy in all that you do.
- Ability to work under pressure while remaining professional.
- A 'can do' attitude and dedication to achieve.

Desirable Requirements:

- Previous experience of working with confidential information.
- Previous experience working in a healthcare or related environment.

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

- Responding to incoming phone calls, fielding to others as appropriate.
- Completing Purchase Order paperwork in relation to Equipment Grants and Equipment Loans.
- Placing orders, arranging deliveries and collections for all services (Equipment Grants, Just Can't Wait, Emergency Safety Loans, Newlifeable equipment, Play Therapy Pod and Comfort Capsules).
- Liaising with via telephone with families to ensure equipment has been delivered.
- Processing received invoices for the Equipment Grant and Equipment Loan for payment.
- Checking EDD (estimated delivery dates) with suppliers/families.
- Scanning all completed Equipment Grant files.
- Filing of relevant paperwork.
- Inputting and updating the Care Services database, including scanning and linking documents.
- Calling families to offer equipment grants and create the relevant paperwork.
- Sending out documents for the Emergency Equipment Loans (loan agreements).

Additional Responsibilities / Expectations:

- Work in accordance with all internal policies and procedures.
- Adhere to all Health and Safety policies and procedures and use all equipment in a safe and appropriate manner.
- Always compassionate and deserving of trust.
- Willingness to train and develop as required.
- Willingness to commit to our policies around equality and diversity.
- The commitment to be part of the culture of what makes Newlife different and successful.
- Ability to build good appropriate relationships with people at all levels while maintaining confidentiality and respect of your colleagues.
- Any other duties as required from time to time.

Notes:

All offers of employment will be made subject to satisfactory references being received.

All Newlife roles are subject to a 6 months probationary period.

Our Values:

- Always compassionate and deserving of trust - in all we do.
- Making things happen - for those we serve.
- Leading in our field - to make things better
- People at our heart-every day

Interested?

Find out more about Newlife by visiting www.newlifecharity.co.uk and www.newlifestores.co.uk/landing/ or see what the current employees say by visiting www.newlifecharity.co.uk/docs/about/employment.shtml

To apply:

Submit a Newlife application Form which is available from our website or by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, via email to peopleteam@newlifecharity.co.uk or via the post to Newlife Centre, Hemlock Way, Cannock, Staffs, WS11 7GF. Alternatively you can send us your CV.

If you have any problems with completing the application form or would like further information please email call the People Team.

Newlife the Charity for Disabled Children is an Equal Opportunities Employer and a Disability Confident Employer.

Other Info:

Newlife the Charity for Disabled Children - Registered Charity Number: 1170125 in England & Wales

