

VACANCY

Care Services Equipment Loan Administrator

Department: Care Services Department
Reports to: Equipment Loan Services Manager
Direct Reports: None
Designation: Permanent (6)
Salary: £8.20 per hour
Hours: 37.5 hours (additional hours according to operational need)

Benefits / Equipment:

Annually 28 days holiday inc. Bank Holidays (238 hours)
Access to Newlife Pension Scheme
Access to Childcare Voucher Scheme
Staff discount, following 12 weeks service
Health Cash Plan at level 1, post probation

About Newlife:

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

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

- Free national Nurse manned helpline
- Specialist equipment grants
- Emergency equipment loans
- Child health research
- Action to campaign for change
- A 'training into work' opportunity for disabled adults
- Environmental protection

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

Post Summary:

The work of this department is key to everything that the charity stands for and is the main point of contact for parents/carers, health professionals and equipment providers seeking up to date information and support on Newlife's equipment loan services. This post is responsible for giving important administration support to the Care Services Department, specifically related to the service that provides Play Therapy Pods.

The successful candidate will have proven administration experience and an ability to demonstrate experience in keeping accurate paperwork related to ordering products, monitoring logistic arrangements etc. In addition, this role requires a very practical approach to ensuring that a consistently high level of service is provided to the families we serve by working with our Play Therapy Pod Facilitators. They must be able to demonstrate excellent communication skills, and an ability to engage efficiently and effectively with people.

They must be compassionate in their approach to work and driven by a passion for child development and family support.

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:

- Excellent communication skills, capable of and comfortable in engaging with external service providers and Charity supporters, and specifically with families whilst organising collections and deliveries and obtaining feedback to enable continuous service improvement.
- A proven track record in general administration and record keeping.
- The ability to work with a team to achieve what is required.
- The ability to respond proactively to the variable demands upon our equipment loan services.
- Be a passionate, enthusiastic and self-driven individual.
- An ability to organise and prioritise your own time effectively, even when under pressure, and support others to do the same.
- Competent IT/computer skills and be experiences in using Word and Excel, Access and the Internet.
- Attention to detail in all aspects of the work undertaken.
- Have a good command of customer service skills and able to provide a high standard of customer support to providers and families alike.
- Have a good understanding of the importance of confidentiality and data protection policy.

Desirable Requirements:

- Ability to multi-task, prioritise, plan work and use initiative.
- Previous experience of working for a charity or health/social care authority.
- Experience in externally representing and marketing caring services to key audiences.

Primary Responsibilities:

In respect of Newlife you will have responsibility for:

- Work closely and cohesively with the Equipment Loan Services Manager to ensure that professional, accurate and timely support is consistently provided.
- Ensure that all records are accurate and up to date including the care services database, logistics tracker, and Equipment Loan services files.
- Pro-actively support the work of colleagues within the care services department on a daily basis.
- Ensure effective communication with, and accurate orders are sent to, equipment providers to ensure adequate levels of stock are maintained for service demands. Accurate records to be maintained at all times.
- Monitor deliveries and check and forward invoices for payment, accurately and in a timely manner.
- Ensure that confidentiality is maintained according to departmental and organisational standards and in line with the Data Protection Act.
- Maintain contact with families regarding collections and deliveries depending on departmental capacity) achieving operational stock management targets.
- Provide support to the Play Therapy Pod facilitators by updating information on incoming and outgoing pods daily.
- Assisting with weekly stock reports and audit checks as required.

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 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, by calling The People Team (01543 431495) or by visiting the SuperStore in Cannock, via online submission, by email to peopleteam@newlifecharity.co.uk or by 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 or 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

