# Job Description and Person Specification

**Job Title: Caritas Team Administrator**

**Accountable to: Head Caritas community**

**This post is based at Central Office, Edge Lane, Liverpool L7 2PE**

## Nugent

The origins of Nugent date back to the 1800’s and the pioneering work of Father James Nugent (1822-1905) in relation to child welfare, relief from poverty and social reform. The work of Father Nugent had a dramatic impact on the lives of thousands of vulnerable people and his work continues to this day through Nugent. We are the social welfare arm of the Catholic Archdiocese of Liverpool.

Today, Nugent offers a diverse range of support to adults and children in Merseyside through our schools, care homes, community and social work services and social enterprise. As a health and social care provider, we work at the heart of some of the most vulnerable and disadvantaged communities. We strive, not only to provide the best possible service to individuals and their families in these areas, but to generate interest, awareness and an understanding of the issues they face and the impact of this on our wider communities.

Nugent supports on average 6,000 people each year. We are a major employer in the area, employing 650 staff and supporting 350 volunteers. We courageously advocate on issues of justice and fairness.

**Our Mission:**

* To care, educate, protect and inspire those in need.
* To be an employer of choice.
* To be an advocate: A voice for the voiceless.

**Vision:**

* Our vision is to be an entirely dignified & outstanding organisation by 2020.

**Our Values:**

* Integrity, Ambition, Courage, Compassion, Optimism, Respect and Dignity.

Nugent celebrates diversity in our organisation and in society as a whole and is an equal opportunities employer welcoming all people with a positive view of age, caring responsibilities, gender, disability racial origin, religion, sexual orientation or socio-economic background.

**Overall purpose of the post:**

To provide administrative duties and support to the Caritas Team with records.

**Main duties and Areas of responsibility**

1. To carry out typing, audio typing and other administration duties to include assistance with providing refreshments if required on behalf of the Head of Caritas Community.
2. To provide Administration cover with regard to taking notes of meetings if required as directed by the Head of Caritas Community.
3. To log and distribute incoming mail and distribute all administration correspondence for the Caritas team.
4. To ensure that all messages/policy and procedure are dealt with and updated as necessary and passed to appropriate staff.
5. To maintain the Harlequin database for volunteers and donors.
6. To support and guide admin volunteers at central office.
7. To provide administration support with regard to the Caritas team in particular dealing with volunteer recruitment records and fundraising admin.
8. To provide regular financial information from the Harlequin system to the Head of Caritas with regard to fundraising
9. To maintain a high level of security of confidential donor and volunteer information.
10. Ensuring that all anti-discriminatory practices are maintained throughout Nugent.

**Safeguarding**

Ensuring safe practice guidelines are followed and safeguarding policies and procedures are adhered to at all times.

**Additional Duties**

Additional duties as and when required. The role may include evening and weekend working.

**Person specification for Caritas Team Administrator**

Please use these specifications to define your application statement.

All areas assessed through **application form, interview and references**

**QUALIFICATIONS**

**Desirable**

* EDCL or equivalent
* Business Administration Level 2

**EXPERIENCE & KNOWLEDGE**

**Essential**

* Experience of Microsoft Office applications including email/internet
* Experience of current office procedures and administration work
* The ability to work effectively as part of a team
* Effective use of time

**Desirable**

* Knowledge of work in the voluntary sector and or Health and Social Care/Children’s Workforce department

**SKILLS**

**Essential**

* Computer literate
* Word-processing skills
* Excellent written and verbal communication skills
* The ability to prioritise workload

**Desirable**

* Audio typing

**PERSONAL QUALITIES**

**Essential**

* A professional attitude towards a wide range of people
* Ability to work under periods of pressure
* Ability to use initiative within limits of competence and delegated authority
* Willingness to undertake personal development
* Good sense of humour
* Maintenance of confidentiality at all times

**NUGENT AND FUNDRAISING**

Nugent is a Charity and as such relies on its good reputation and voluntary contributions and donations from members of the public, from grant making bodies and corporate sponsorship.

All employees of Nugent are expected to behave in a way that enhances the reputation and image of the Charity. In addition staff are expected to be responsive to fundraising initiatives, attend public events whenever possible and generally take seriously their role in raising income for the Charity at every opportunity.

**EQUALITIES**

Nugent affords all employees equal opportunities in employment irrespective of disability, gender, race, religion, age, sexuality, sexual orientation, marital status, parental status etc. Nugent will ensure that discriminatory practices are identified and removed and non-discriminatory practices introduced in all areas of employment.

**INFORMATION GOVERNANCE & CODE OF CONFIDENTIALITY**

The Information Governance standards outline how employees must deal with personal information about employees, service users, corporate and finance information. It is a requirement that all Nugent employees’, in the course of their work treat such personal data confidentially and comply with Nugent’s confidentiality policies. A failure to comply with Information Governance standards may result in disciplinary action.

**BASIC PRINCIPLES**

The post holder is expected to be familiar with and work within the Basic Principles of Nugent. He/she must be prepared to operate within a Catholic Agency, while ensuring that people of other denominations and religions have their spiritual needs met.

**CONDITIONS OF SERVICE**

The Conditions of Service are set out in the Nugent Handbook.