



Job Description

Position: Client Services and Administrative Officer

Reports to: Business Development Manager

Overall Job Purpose:

- To effectively manage and oversee bookings for Alive! services and build excellent relationships with our care home and day centre clients; to provide administrative support to the Alive! office and the team of presenters delivering our services.

Client Services - Main duties and responsibilities

- Provide excellent customer care and build relationships with key contacts in care homes, day centres, sheltered housing and extra care housing, resolving queries as required.
- Schedule activity sessions, training courses, coaching programmes and Active Care Forum workshops across the regions we work in, liaising with care home clients, staff and presenters as required.
- Manage Alive!'s CRM booking system, ensuring all bookings are accurately entered and presenters and clients are kept informed of any changes.
- Proactively seek to reactivate lapsed clients and follow up leads for new clients.
- Organise Alive! training courses, coaching and Active Care Forum workshops including organising venues and refreshments, taking bookings, preparing course materials and iPads, and collating feedback.
- Help to promote Alive!'s services e.g. by attending internal and external events, staffing exhibition stands and networking.
- Undertake any additional duties as directed by the Business Development Manager.

Office Administration - Main duties and responsibilities

- Provide general administrative support to office staff, such as phone cover, incoming post opening and distribution, coordinating group meetings and room bookings.
- Ensure staff and freelance presenters have the materials they need to deliver training, coaching and Active Care Forum workshops, by ordering and monitoring stock.
- Keep the suite of iPads in good working order, updating them with the latest software, apps, content and SIM cards, troubleshooting or raising any issues as necessary.
- Arrange and administer DBS checks and renewals for relevant members of the team.
- Managing Alive!'s telephone and IT connection needs.
- Assist with the administrative side of staff and freelancer recruitment and inductions.
- Arrange monthly meetings for staff and for Bristol-based presenters.
- Undertake any other duties requested by the Business Development Manager.

Person specification

Experience

Essential:

- Experience of providing excellent customer care and building relationships with clients.
- Experience of providing administrative support in a busy office environment.
- Telephone/face to face sales experience.

Desirable:

- Experience of working in the voluntary and/or the care sector.

Skills and Knowledge

Essential:

- Ability to develop and maintain strong customer relations.
- Ability to multi-task, prioritise and solve problems in a busy office.
- Ability to think ahead and anticipate (and resolve) potential issues before they arise.
- Meticulous organisational skills, with careful attention to detail.
- Excellent written and verbal communication skills and phone manner.
- Computer literate and familiar with using common Office (365) programmes.

Desirable:

- Experience of using CRM systems.
- Ability to understand and use iPads proficiently.

Personal attributes

Essential:

- Friendly and approachable.
- Confident and assertive.
- Ability to work independently, proactively and under own initiative.
- An interest in improving the quality of life of older people.

Terms and Conditions of employment

Salary: £20,000 pa. plus contributory pension. Salaries are paid monthly in arrears and reviewed annually.

Conditions of employment: This post is full-time, five days per week. We work a 7.5-hour day. Annual holiday allowance is 25 days plus Bank Holidays.

Location: Alive! is based at the Create Centre, Smeaton Road, Bristol BS1 6XN.

Training: You will be encouraged to attend some Alive! sessions, training and forums in order to be able to communicate what we do to our clients.

Please note: This job description is for guidance. Employees are expected to be flexible and co-operative and to undertake additional duties as required.