

JOB DESCRIPTION

Bank Administrator 02-24



Job title: Bank Administrator

Responsible to: Office Manager

Accountable to: Office Manager

JOB PURPOSE

The provision of administrative support under the direction of the office manager for the smooth operation of Camberley Care Office. Meeting Client's needs with Volunteers for Driving and Handyperson service.

Reporting to the Office Manager providing support in all aspects of Camberley Care service provision for requests from elderly and vulnerable local residents.

MAIN DUTIES AND RESPONSIBILITIES

Continuous monitoring of needs and requirements of Clients and Drivers to ensure optimum use of volunteers' time and client satisfaction.

Working closely with Duty Officers, listening and giving ongoing practical support and encouragement. Readily available to volunteers resolving any problems that may arise.

Dealing with difficulties, which may include cancellations by clients, longer than expected appointments, driver delays, or unavailability.

Safety and security of all Volunteers and Staff in the office, ensuring compliance with statutory legal requirements.

Updating of all computerised records for the Car and Handyperson services.

Ensuring any cash received is secured safely.

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Handyperson Service

Dealing with enquiries and job requests for the Handyperson Service, relaying jobs to the relevant Handyperson Volunteer as required.

Manage administrative matters in connection with the Handyperson Service to include:

- Taking requests from clients over the phone
- Process job sheets electronically, emailing daily to the Handyperson Volunteer
- Liaise with Volunteers regarding any issues which may arise

GENERAL RESPONSIBILITIES

Uphold good relations with Clients, Volunteers, Staff and Trustees with a professional caring and empathic approach.

Work to maintain the vision, values and aims of Camberley Care.

Additional Duties – In discussion with the Office Manager undertake work, as and when required, in support of Camberley Care as an organisation.

Public Relations – Represent Camberley Care in the community and public domain as appropriate.

Undertake all statutory and mandatory training, as required.

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Be conversant with and adhere to Camberley Care Policies and Procedures. This job description is an outline of the role and responsibilities. From time to time, due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role, including project work.

Reviewed by:		Date:	
Signed by employee:		Date:	