

About the Role

The role will support the day to day running of Bury Care Academy, ensuring excellent customer service to internal and external stakeholders.

You will provide administrative support to the team, including dealing with applicant and external provider enquiries, maintaining and updating the applicant tracker system, involvement in planning and facilitating events as well as support with other Care Academy projects.

This hybrid role will be based at our head office in the centre of Bury.

What do I need to be an Administrator?

The following criteria will be assessed via your application for the role:

Qualification and Knowledge

- Business Administration / Customer Service Level 2 Qualification or equivalent
- Excellent knowledge of Microsoft packages in particular Outlook, Word, Excel and PowerPoint

Experience

- Previous experience in an administrative role, ideally involving recruitment
- Ideally working knowledge / understanding of adult social care

Skills and Abilities

- Excellent customer service skills
- Able to work as part of a team as well as on your own initiative
- Able to develop and maintain effective administrative systems and processes for the team
- Able to analyse data
- Ability to objectively assess applicants' suitability for a role against agreed criteria
- Able to form strong working relationships on a number of different levels with both internal and external stakeholders
- Ability to manage multiple tasks whilst maintaining focus
- Able to contribute ideas and solutions

Values

- An example of how you have demonstrated one or more of our values at work

Key Responsibilities

Centralised Recruitment

- Ensure that the recruitment process is completed effectively and efficiently from advert to hire
- Facilitate an efficient recruitment process by screening and shortlisting candidates that are a suitable fit for roles within adult social care
- Ensure that any required compliance checks for applicants are completed in strict adherence to regulatory standards

Events

- Support with the preparation and facilitation of events
- Engage proactively at events to represent the Bury Care Academy and foster connections

Systems Usage

- Support the usage of a range of systems and digital solutions to enable the work of the team
- Daily usage of an applicant tracking system (ATS) and Microsoft Office

Relationships

- Develop and maintain strong relationships within the organisation and with external stakeholders, care providers and applicants