

**Carers
First**



Candidate Pack

Helpline Support Assistant

Welcome

Thank you for your interest in working for Carers First as our next Helpline Support Assistant.

This is a highly rewarding role which involves working from our head office in Strood.

You will be joining a charity that has a new ambitious three-year strategy to grow our reach, support and impact for carers, working in collaboration and partnership with a range of statutory, voluntary and commercial organisations.

To be successful in this role you will need:

- Over 2 years' experience working in an administrative role or a Helpline setting, providing efficient support managing enquiries, and maintaining service quality
- Exceptional organisational and communication skills, with the ability to manage multiple priorities effectively while maintaining clear and professional interactions with colleagues and service users.
- Demonstrated ability to work to performance targets while maintaining high standards of quality and adherence to establish processes.
- Working knowledge of social care and health, particularly as it relates to working with Carers
- Strong understanding of professional boundaries, ensuring respectful, ethical and appropriate interactions in all workplace settings.
- Solid understanding of data protection principles and committed to maintaining strict confidentiality of personal information in line with GDPR and organisational policies.
- Proven ability to work independently using own initiative, demonstrating sound judgement and proactive problem solving.

If you have the passion and drive to make a difference and you have the experience and skills we are looking for, we are keen to meet you - and welcome you to our dedicated and talented team.

Warmest wishes

Alison Taylor
Chief Executive



About us

We understand that life as a carer can be challenging. Getting the support and help you need shouldn't be.

Any of our lives could be turned upside down due to the ill-health, frailty or disability of a family member or friend. In fact, two in three of us can expect to become a carer in our lifetime.

There are currently 5.7 million unpaid carers in the UK, however carer charities estimate that number could be as high as 10.6 million. Their huge contribution saves our economy £184 billion each year - the cost of a second NHS. Each carer's needs and situation are unique, but many face similar challenges. They can struggle to balance employment, finances, or their own wellbeing and time for themselves with their caring role. They may not be aware of the help and support available to them - and that is why we are here.

Carers First works directly with, and for carers, providing personalised information and tailored support in the way that suits them: online, on the phone, or face to face in their local community. With the help of our supporters and volunteers, we can continue to be there for carers, helping them find balance, and to live their lives to the fullest - today, and for years to come.



Our values

We are:

Positive

We are dedicated to working with carers to make a positive, material difference in their lives. We celebrate diversity and work in an inclusive, positive and supportive way, actively listening and valuing everyone's contribution.

Collaborative

We recognise the importance and strength of working in collaboration with local and national organisations to deliver improved support to carers. We also know the importance of collaborating with our Carers First colleagues, sharing knowledge and learning, being curious, respecting differences and working with integrity and transparency.

Ambitious

We are ambitious and tenacious in our determination to support more carers in better ways. We will innovate and develop our programmes of support, so more carers are able to obtain the support they need, at the time they need it, to achieve a balance in their lives and enable them to live their lives to the fullest.

Diversity and Inclusion

We are proud to be a diverse and inclusive workplace.

Carers First is committed to promoting equal opportunities in employment. Employees and any job applicants will receive equal treatment regardless of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (Protected Characteristics).

Carers First has an absolute commitment to equality and diversity which is about:

- Recognising and valuing difference.
- Recognising and seeking to redress inequality and disadvantage.

Our commitment is firmly founded on our belief that:

- To offer services that are personal, committed and creative we need a diverse staff team who can respond to our carers as individuals.
- To attract, keep and motivate the most talented staff, we need to:
 - Reach out to all sections of the community.
 - Provide a working environment in which everyone feels valued, respected and able to contribute.

The charity recognises that true diversity in service delivery provision and within the staff group also involves a willingness to act, where necessary, at combating the effects of existing barriers to fair and equal treatment.

Our strategy 2024-2027

Our three-year strategy will enable us to grow our work to reach and support significantly more carers, deliver innovative programmes of support in coproduction with carers and forge new collaborations to scale our reach, support and impact for carers.

Strategic Objectives

Over the next three years Carers First will:

1. Reach and engage more carers early in their caring role
2. Develop new innovative models of collaboration, delivery and programmes with the potential to scale our reach and impact
3. Achieve the highest quality of support possible, so we can maximise the difference made to carers lives
4. Champion talent and diversity
5. Grow and diversify our income to enable us to achieve more for carers.

Our support and services are designed with carers, ensuring the support we offer is inclusive and accessible to all carers in different communities.

By joining Carers First, you will play a vital part in helping us achieve this. You can help us achieve something amazing.

How we work

We support young carers, young adult carers and adult carers throughout England with our comprehensive online offer including information, advice and guidance, tools, resources and training, as well as through our vibrant online peer support communities.

We also deliver locally commissioned services in Lincolnshire, Essex, Medway, Southend and in four London Boroughs.



We offer a range of support options for carers to access in ways that work best for them:

- **Face-to-Face Support:** Available both one-to-one and in group settings, providing personalised and community-based assistance.
- **Online Support:** Accessible resources and virtual sessions to ensure carers can connect with us anytime, anywhere.
- **Dedicated Helpline:** A trusted source of advice, guidance, and a listening ear for carers navigating their journey.
- **Extensive Online Resources:** Comprehensive and easy-to-use tools, guides, and information to empower carers with knowledge and confidence.
- **Collaborative Partnerships:** Working with organisations and communities to provide a seamless network of support tailored to carers' needs.

Our impact and reach

Carers First Impact Framework sets out our Theory of Change and the measures and tools we use to understand the outputs, outcomes and impact of the support we provide.

Last year, we reached over 330,000 people to provide information about caring and 51,000 carers are registered with us to receive information and support.

In numbers

- 96% of carers felt more resilient in their caring role after our support.
- 95% of carers felt listened to and that their own needs were taken into account through our interventions.
- 93% of carers felt more confident and informed in their caring role after our support.





Join our team

When you join Carers First, you join a vibrant, inclusive, and supportive team who all have a shared interest in supporting unpaid carers to continue living their lives to the fullest, across the country.

In a community dedicated to caring, we believe that our employees and volunteers really do make a difference, therefore, we emphasise the importance of learning and development, as well as actively encouraging them to develop their skills with our fantastic learning and development programme. This means that all of our team become the best that they can be, whilst helping others do the same.

The role

Job Title:	Helpline Support Assistant
Salary:	£19,054.05 per annum (FTE £23,500)
Contract:	Permanent
Hours:	30 hours per week
Location:	Office based – Central office Strood

Job Description

Job title: Helpline Support Assistant

Reports to: Helpline Manager

Purpose of the role:. The role aims to strengthen the Helpline and IT support services, ensuring staff have the necessary information and IT equipment to effectively achieve their objectives.

Job Overview

The Helpline Support Assistant will

1. Contribute to the efficient operation of Carers First through general administrative support within the Helpline team
2. Provide responsive and accurate administrative support to the Helpline team
3. Manage Helpline related administration
4. Coordinate the allocation and distribution of IT equipment and mobile phones
5. Support the maintenance of IT equipment and mobile services.

Responsibilities and Duties

1. Contribute to the efficient operation of Carers First through general administrative support within the Helpline team

- Provide a wide range of administrative duties to support the day-to-day running of the Helpline team
- Process referrals and assist in responding to incoming calls, emails, and online enquiries

2. Provide responsive and accurate administrative support to the Helpline team

- Coordinate timely and accurate data entry into the internal database.
- Offer administrative support and guidance to colleagues within the Helpline team
- Deliver general office management and administrative functions to support effective delivery of local services.

3. Manage Helpline- related administration

- Ensure all carer contacts are promptly recorded on the database to support accurate reporting and monitoring
- Handle sensitive and confidential data appropriately, maintaining accurate records in line with data protection standards
- Manage tasks including signposting, scanning, internal communications, and telephone handling.

4. Coordinate the allocation and distribution of IT equipment and mobile phones

- Ensure all new starters are issued with the appropriate IT equipment, mobile phones, and system access
- Liaise with the IT Helpdesk to set up accounts and configure laptops.
- Create postage labels, package and post IT equipment, or arrange collections.
- Coordinate the return of IT equipment from staff who are leaving, update asset logs, and arrange deactivation of system access

5. Support the maintenance of IT equipment and mobile services

- Maintain and update the IT asset log to accurately reflect equipment allocation
- Conduct regular audits of IT assets to ensure records are current and correct
- Manage staff requests for IT replacements or upgrades
- Liaise with the IT Helpdesk to repair or decommission returned equipment
- Ensure secure, organised storage of all IT equipment at head office.

These are the normal duties that are required for this position. However, it is necessary for all employees to be flexible, and they may be required, from time to time, to perform other duties as may be required for the efficient running of the charity. This Job Description is non-contractual, it will be subject to reviews and may change.

The postholder will take responsibility to integrate safeguarding into all aspects of their work, complying with organisational policies and frameworks.

The postholder will be expected to ensure that their work complies with contractual terms and conditions, the charity's policies and procedures and key legislation, including the General Data Protection Regulation (GDPR) and charity law.

Person Specification

Education

- Educated to GCSE standard, NVQ level 2 or equivalent experience

Skills and Experience

- Over 2 years' experience working in an administrative role or a Helpline setting, providing efficient support managing enquiries, and maintaining service quality
- Exceptional organisational and communication skills, with the ability to manage multiple priorities effectively while maintaining clear and professional interactions with colleagues and service users.
- Demonstrated ability to work to performance targets while maintaining high standards of quality and adherence to established processes.
- Working knowledge of social care and health, particularly as it relates to working with Carers
- Strong understanding of professional boundaries, ensuring respectful, ethical and appropriate interactions in all workplace settings.
- Solid understanding of data protection principles and committed to maintaining strict confidentiality of personal information in line with GDPR and organisational policies.
- Proven ability to work independently using own initiative, demonstrating sound judgement and proactive problem solving.

Communication

- A confident communicator (both verbal and written) with a personable and professional manner and the ability to interact and relate to all levels of staff and build strong working relationships.

IT and digital experience

- Highly competent in use of IT (Microsoft Applications Word, Excel, Outlook), mobile telephony and social media platforms.
- Confident in handling IT equipment and mobile devices, ensuring effective use and troubleshooting across various platforms and systems.
- Experience of using a database and keep accurate and timely records.

Personal Qualities

- Ability to demonstrate understanding of and an **ambitious** commitment to the goals and values of the charity.
- Demonstrate a **positive** level of professional credibility, integrity, and emotional resilience.
- Self-motivated, **collaborative**, and able to work flexibly, whilst maintaining good work/life balance.

Rewarding our employees

We provide a reward package for our employees upon joining Carers First.

Our reward package includes:

- 26 days Annual Leave which increases with continuous service + Bank Holidays.
- 1 days Birthday Leave
- Benenden Private Healthcare Membership (following successful probationary period)
- Pension
- Death in Service Benefit
- Employee Assistance Programme
- Carer Passports
- High Street Discount Platform
- Flexible Working Options

How to apply

To apply for a role with Carers First, please complete in full our online application form via our website: <https://www.carersfirst.org.uk/about-us/working-for-us/>

Appointments are subject to Carers First receiving an appropriate disclosure from the Disclosure and Barring Service that we consider acceptable.

We encourage and welcome applications regardless of gender, ethnicity, religion, disability, sexual orientation or age.

If you would like to discuss this role confidentially, please contact us at, recruitment@carersfirst.org.uk, and we will be happy to organise one of the Team to contact you.

Interview process

All successfully shortlisted candidates will be invited to two meetings:

- Stage 1: An informal online meeting to discuss their application.
- Stage 2: A face-to-face meeting with an interview panel. You will be required to do a presentation, and details will be provided in advance.

Tips on completing your application

- Read the Job Description and Person Specification carefully.
- Be sure to include your employment history, details of relevant duties to the role you are applying for and any transferable skills you may have.
- Include any other work or volunteering experience you have which you feel is relevant.
- Read the Skills and Experience required for the role in the Person Specification and demonstrate clearly in your application evidence of how you meet each of these.

Office:

Michael Gill Building, Tolgate Lane, Strood, Kent ME2 4TG

**Carers
First**

Registered office: Unit 4 Michael Gill Building
Tolgate Lane, Rochester, Kent, ME2 4TG

carersfirst.org.uk

0300 303 1555

Carers First is a charity registered in England
and Wales, registered number 1085430.

Company limited by guarantee. Registered in
England and Wales Company number 4144820.