



NORTH STAFFS CARERS

(hereafter shown as NSC)

Company Ltd by Guarantee registered in England.

Registered number 3313461. Registered Office,

Trent House, 234 Victoria Road, Fenton, Stoke-on-Trent, ST4 2LW

Registered charity No. 1062548

JOB DESCRIPTION

Job Title:	General Administration Assistant (Charity Sector)
Employed By:	North Staffs Carers
Salary:	£11428.56 per annum + pension
Hours of Work:	18 hours a Week (service user led / flexible to meet the needs of the Association, some evening and weekend work will be required)
Holidays:	5 weeks pro rata + statutory Bank Holidays
Responsible to:	Finance/Administration Manager
Base:	Trent House
Contract:	Fixed Term

Purpose of the Role

To provide administrative support to ensure the smooth operation of services that offer emotional advice, support, and guidance to unpaid carers. The role is vital in helping the charity deliver compassionate, efficient, and accessible support to carers in need.

Key Responsibilities

- Act as the first point of contact for carers, handling calls and emails with empathy and professionalism.
- Maintain accurate records of carers and service interactions in line with data protection and confidentiality policies.
- Assist in scheduling appointments, support sessions, and group activities.
- Prepare and distribute information packs, newsletters, and resources for carers.
- Support fundraising and awareness campaigns by managing mailing lists and event logistics.

- Process referrals and liaise with internal teams to ensure timely support for carers.
- Manage office supplies and coordinate with suppliers.
- Assist with basic finance tasks such as expense tracking and petty cash.
- Provide general administrative support to staff and volunteers.

General Responsibilities:

- Keeping up to date with general administration associated with the service.
- Attend meetings, present information related to the service.
- Participate in quality assurance and evaluation, including report writing, keeping statistics and attending meetings to report and monitor project progress.
- Carry out other duties as requested by the Deputy Chief Officer, and to support the team effort.
- Abide by all the policies and procedures of NSC.
- Other duties coincidental to the position and reasonably asked of you in line with climate, contract and Association progression.

The jobholder must also have a commitment to the Association's ideals, confidentiality and equal opportunity policies.

This job description may be reviewed from time to time to consider the changing circumstances of the Association and the development of the project, following discussion with the post holder.

This vacancy is subject to an Enhanced Disclosure - DBS.

Closing date for receipt of completed application forms Friday 2nd January 2026

Interviews to be held week commencing Monday 12th January 2026

To save on administrative costs, we shall not be notifying unsuccessful candidates, for those who have not heard by Friday 9th January 2026 we thank you for your interest and regret that your application has been unsuccessful.

PERSONAL SPECIFICATION

Essential Skills & Qualifications

- Strong organisational and time-management skills.
- Excellent communication skills with a compassionate and empathetic approach.
- Proficiency in Microsoft Office Suite and basic database management.
- Ability to maintain confidentiality and handle sensitive information.
- Ability to work independently and collaboratively in a small team environment.

Desirable Skills

- Previous experience in a charity or community support setting.
- Understanding of issues faced by unpaid carers.
- Experience with CRM systems or charity management software.

Personal Attributes

- Warm, approachable, and supportive.
- Flexible and adaptable to changing priorities.
- Passionate about making a positive difference in the lives of carers.