



The Queen's Award  
for Voluntary Service



## **JOB DESCRIPTION: WELFARE ADMINISTRATOR**

<b>Responsible to:</b>	Welfare Coordinator (Line Manager)
<b>Location:</b>	Lisburn Office, with some travel to outreach offices across N.I
<b>Hours of work:</b>	20 hours per week (PT) Full Time 37.5 hours per week up until 31 <sup>st</sup> March 2023 with potential for extension, subject to new funding being confirmed.
<b>Salary:</b>	£11,288 p/annum Gross for 20 hours) + 6% Pension payable monthly in arrears

### **Purpose of the Role**

The Welfare Administrator role has been developed to support the wider Welfare Team in the North and East Regions with all aspects of Administration relevant to the work of the Welfare Service provided by SEFF.

### **Key working relationships:**

#### **Internal:**

- Management Team
- Welfare Coordinator
- Welfare Officers
- SEFF teams in Advocacy, and Health & Wellbeing

#### **External:**

- Other community and voluntary organisations
- Statutory agencies eg VSS, CVSNI, DOJ, TEO

### **Key Responsibilities:**

#### **Welfare Administrator**

1. To provide ongoing support to the Welfare Coordinator and wider Welfare Team to ensure the highest quality of service delivery to all clients.
2. To provide administrative support to the Welfare Team, inputting information and data, and keeping the CRM systems up to date in line with service requirements.
3. Follow up and prioritise referrals to the welfare advice service, advising and assisting clients.

4. To book and coordinate all Welfare appointments for the Welfare Officers, and maintain an up to date calendar share system for the team.
5. To maintain and manage the use and completion of all evaluation systems pertaining to welfare services.
6. Follow up on communications to the overall Welfare Service, and communicate via telephone and email, sharing messages for the service team where suitable.
7. To maintain confidential, professional and appropriate records of all client contact within the organisations CRM system.
8. To attend regular team meetings and line management meetings
9. To attend and take minutes on behalf of the Welfare Team - distributing to the wider attendance where appropriate (including at external agencies where deemed appropriate).
10. Be proficient in the rules and regulations associated with the Troubles Permanent Disablement Payment Scheme. (this can be learnt when in role)
11. To maintain a professional attitude at all times towards clients, staff and all those in contact with South East Fermanagh Foundation (SEFF)
12. Liaise with SEFF staff across the wider organisation, partner groups and other stakeholders to signpost clients to additional services, and to share information pertaining to the Welfare Team.
13. Provide admin support for all reporting to funding bodies and to the Board of SEFF.
14. Prepare Welfare information for inclusion in the SEFF Member Newsletter, and to the Office Manager for inclusion in the Staff Bulletin.

## **Person specification:**

### **Essential Criteria**

- 2 + years' paid or voluntary experience in an Administrator role within the last 5 years
- Experience in the use of Microsoft packages including; Outlook, Excel, Powerpoint, and Word
- Experience in the use of CRM (client management) technology and database systems
- Experience in the use of IT and technology to support Administrative tasks.
- Excellent listening, written and oral skills, and the ability to communicate at all levels.
- Empathetic approach to the victims and survivors of trauma.

### **Bonus skills:**

- Experience and/or knowledge of the Welfare system operating in Northern Ireland and Great Britain
- Experience in using the Advice Pro
- Flexible approach to travelling other SEFF offices
- First Aid training