Carers Contact Officer Recruitment Advert

**Carers Contact Officer**

**BCP Carers Support Service**

**BCP Grade F: £27,711 - £30,060 (SCP 12 to SCP 17)**

**Fixed Term Contract :** *Part time hours to be agreed (15 – 30 hours)*  **( 12- month fixed term)**

According to a 2022 survey conducted by Carers UK, an estimated 1 in 5 adults are providing unpaid care to a relative, friend or significant other. Many carers find that their relationships are impacted, that they often struggle to balance work and care, and that they are facing their own health problems because of their caring responsibilities.

We are looking for someone with a passion for helping unpaid carers, and other professionals who support them, by responding to their phone and online contacts and assisting with essential back-office functions to ensure carer services are delivered effectively and efficiently.

The key responsibilities of the post include:

* Ensuring that people contacting BCP Carers Support Service receive a timely, courteous, and helpful response.
* Ensuring business processes are completed in a timely way through efficient prioritising of tasks that relate to carer recording, registration, mailing and updating of electronic and manual records.
* Contributing to financial processes for the ordering, recording and paying for goods and services

Successful candidates will need to have a good communication skills, emotional intelligence and be a team player with a flexible approach to the work of the service. If you are a good listener, build positive and trusting relationships with others, and can communicate openly with diplomacy and tact when callers might be anxious or distressed, we would welcome hearing from you.

For an informal discussion about this opportunity, please contact Debby Duffy ( Service Manager) debby.duffy@bcpcouncil.gov.uk or Susanne Oldfield ( Carers Support Manager) susanne.oldfield@bcpcouncil.gov.uk to book a discussion.