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| **Job Description** |

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| Job Title: Community Relationship Administrator | Band: 6 |
| Reporting to: Community Relationship Officer | Department: Free Services  |
| Contract: P/T Fixed-Term | Location: Highland |

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| **Job Purpose** |
| To provide effective admin support to the AbilityNet Free Services team. |

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| **Principal Accountabilities** |
| * Making call backs to clients who have requested free tech support at home.
* From the client calls, putting their accurate details and other relevant information on to our online system and then creating a new client record and a support request ticket.
* Reviewing and following up on client requests to ensure that their request has been accepted by a volunteer and resolved in line with our service level requirements.
* Providing phone cover for the central freephone number when lines are busy, answering calls and entering details on to the online system.
* Actioning flagged emails in a shared inbox.
* Raising awareness of our free services through collating lists of charities and organisations whose clients may benefit from free tech support. Reaching out to some of these charities by phone and/or email to explain how we can help.
* Identify and researching possible funding bids.
* Updating documents and systems with latest processes and/or figures.
* Gaining feedback from clients and volunteers through calls, emails, and surveys.
* Supporting our device distribution scheme by arranging deliveries or equipment to charities and organisations, communicating with those partners, collating data, and information, and gaining survey feedback.
* Provide administrative support for events, training, meetings and exhibitions and attendance on occasions.
* To undertake any other task consistent with the scope of the post, as requested by the Free Services Manager/Community Relationship Officer.
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| **Knowledge, Skills, and Experience** |
| * Experience of working in a demanding role requiring attention to detail within a fast-paced, varied, team working environment.
* Strong communication skills written and verbal
* Excellent interpersonal skills, self-motivated and able to work as part of team
* Ability to manage own workload and priorities as required
* Strong working knowledge of Microsoft Office and IT skills
* Experience of inputting and extracting data from a databases/spreadsheets/systems
* Willingness to extend themselves beyond their normal duties when required to take on additional practical tasks and responsibilities
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This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of AbilityNet at any time after discussion with the post holder.