



Job description

Care, Welfare and Benevolence Administrator

Bury St Edmunds and Colchester District Branch

The Oddfellows' aim is to improve the quality of life for its members through active social involvement, care support and a range of financial benefits and services to members in the Bury St Edmunds and Colchester District.

The role:

To act as the administration lead, working alongside others providing guidance and support to our existing team of employed Social Events Organisers and Voluntary Care and Welfare visitors and Telephone Befrienders in providing various established services for our members. You will need to be a highly social and caring person. You will be sympathetic to the ethos of our Society, and as you become familiar with our Society's values, will want to become a member yourself.

Hours: 18 hrs per week

The position is for an average 18 hours per week over 3 days. The role is based at the Bury St Edmunds and Colchester District Branch, 85 Whiting Street, Bury St Edmunds, Suffolk IP33 1NX.

Salary and rewards:

This is an 18 hour a week role, over 3 days, with a pay rate of £14 per hour. All out of pocket expenses will be reimbursed.

Day to day reporting to:

District Lodge Secretary

Accountable to:

Committee of Management (CoM)

Job description

Overall purpose:

To act as the administration lead, working alongside others providing guidance and support to our existing team of employed Social Events Organisers and Voluntary Care and Welfare visitors and Telephone Befrienders in providing various established services for our members.

Key tasks and responsibilities:

- To respond to team members and any requests for guidance and support in dealing with our members' various needs.
- To respond directly to our members' requests for guidance and support.

- To assist members where applicable in preparing the Oddfellows' various grant and Care and Convalescence Benefit claim forms.
- To assist in promoting Care and Welfare services to our members ensuring that they are aware of the various support services available as a member, including the Care and Welfare Helpline.
- To ensure that we are compliant with legal requirements and the Oddfellows' policies.
- To maintain records of contacts made with members and submitting brief reports as applicable.
- To complete all necessary case notes, schedules and reports, both local and national.
- Attend each of the four Social Branches, located in Colchester, Bury St Edmunds, Stowmarket and Sudbury during the year, and report twice-yearly in the District Branch events diary news report.
- Contact members by telephone, email, letter and face to face, as necessary, in maintaining contact with those most in need.
- To undertake other tasks as might be applicable to the job role, including training.

Person specification:

To have:

- A good working knowledge of Microsoft Office, email and internet.
- Understanding of the issues facing older or vulnerable people and the ability to deal sensitively, patiently and non-judgmentally with members' queries.
- Some knowledge of how to access support from statutory and voluntary health and social care agencies, and knowledge or willingness to learn about the Oddfellows' systems and the support it offers its members.
- A resourceful person-centred approach to helping clients solve problems, including an ability to liaise and advocate effectively with other organisations.
- Excellent interpersonal skills and ability to work as part of a team.
- Strong organisational skills and ability to work independently.
- The ability and commitment to support other team members, including volunteers.
- A clean driving licence and access to a car. (Mileage reimbursed in line with (HMRC)).

Any of the following would be an advantage. To have:

- Experience of working in a health, social care or advice setting.
- Experience of supporting by working alongside, or being a volunteer.

Disclosure and Barring Services (DBS) checks:

You will be required to assist in the completion of the necessary DBS forms, for paid and volunteer personal.

Membership:

It is expected that you will join the Committee of Management on the Care, Welfare and Benevolence Sub-Committee. Induction and other training will be available.

How to apply:

Please email your CV/profile with a letter of introduction outlining your suitability for the role to the Tony Nunn, District Secretary at Tony.nunn@oddfellows.co.uk

All applicants will receive an email reply and be invited to interview if successful.

Closing date: Friday 25 April 2025

Interviews to be held: No later than w/c 12 May 2025

An Enhanced with Barred List DBS check will need to be undertaken for this role if successful.