



Vacancy for



– PLACEMENT PLUS

Job Title: Care & Repair Assistant
Contract Type: 6-month Fixed term
Salary Range: £12 per hour
Closing date: 17/03/2024

Job ID: **CR2**
Location: Dumfries
Hours per week: 21-28

Please note this post has restrictions – applicants must be unemployed and live in the Dumfries and Galloway area to accept a placement.

Are you currently unemployed and want an opportunity to build skills and confidence in the workplace? Then a paid work placement may be the right choice for you.

Care & Repair (Dumfries & Galloway) are offering a paid work experience placement where an individual will get the opportunity to build workplace skills and gain experience.

[What this placement looks like...](#)

The placement is for 21-28 hours per week and will last 6-months.

While on placement you will be part of a team, working alongside colleagues and carrying out real tasks that bring value. In addition, training to support you to do the job and enhance your future work options will be provided.

Applications are welcomed from people who have some administration experience and want to build on that experience and develop their skills.

Care and Repair provide a service to elderly and disabled clients across Dumfries and Galloway enabling them to continue to live at home in a safe and secure environment for as long as possible. You will be the first point of contact for clients making contact with the service, so it is important that you have a friendly and helpful manner, always striving to deliver exceptional customer service. You will support the team manager and Care and Repair officers with their day-to-day administration tasks.

Job Purpose:

- To deliver exceptional customer service to customers and stakeholders providing an effective first point contact.
- To deliver efficient administrative support for the Care & Repair team.

Customer Contact:

- Deal with general enquiries and take ownership of customer question.
- Assist colleagues, customers, stakeholders, contractors and visitors with administrative procedures and processes.
- Deal with incoming and going correspondence, eg mail and e-mail.
- Maintain accurate records of customer contacts using the ACT Database.
- Provide a positive customer experience, handling all contacts efficiently and effectively.



Administrative Support:

- Contribute effectively to the team supporting Officers to carry out their duties and achieve their targets.
- Provide an administration service for the team and team manager. including mail merges, typing documents, managing correspondence, data management, maintaining filing systems.
- Follow administrative procedures and systems to ensure the efficient operation of the Care Repair Service.
- Liaise with customers, stakeholders, contractors and suppliers to ensure effective capture of data arising from adaptations works and provide information required by contractors in carrying out their work.
- Assist with the maintenance of appropriate systems for tracking customer contacts and progress of customer enquiries and issues.
- Ensure that data on the systems is up to date and is routinely cleansed.
- Maintain partnership relationships with colleagues, OT staff and contractors.
- Assist in the preparation of statistics, reports and information as may be required for the team.
- Assist with the continual improvement for the Care & Repair Service.
- Make best use of alternative customer access channels, eg Facebook for the Care & Repair service.
- Arrange for the safe and secure disposal of confidential information and records.

For informal enquiries, please contact Jane Glanville: janeg@careandrepair-dg.co.uk

If you would like to apply for this opportunity, please click [Placement Plus Application \(office.com\)](#)

If you need support completing the application, or if you are completing in Word format, please email to placementplus@dumgal.gov.uk

In line with the funding requirements for this post all successful applicants will be required to register with Dumfries and Galloway Council's Employability and Skills Service. Support and further information will be provided.

The Employability & Skills Service also has many other ways to support you along your employment journey, so please get in touch by emailing ESS@dumgal.gov.uk