

✧ Homecare Administrative Assistant

📍 Based at Head Office, Leominster 📄 £13.61 per hour 🕒 Full-time | 37.5 hours per week | Fixed Term Contract - 2 months minimum | Immediate start | 💙 Charity sector | Meaningful work supporting independence

Services for Independent Living (SIL) is a well-established charity with over 25 years of experience in providing exceptional care and support for elderly people and people with disabilities. Our mission is to empower individuals to live independently within their own homes and communities—and we're looking for someone just as committed to join our team.

About the role: As a Homecare Administrative Assistant, you'll play a vital role in the smooth running of SIL's care service. From managing shift rotas and supporting our Homecare team, to responding to staff and service user queries, your organisational skills will keep everything flowing seamlessly. This is a fast-paced, people-focused role where no two days are the same.

What you'll be doing:

- Handling incoming calls and coordinating urgent shift cover
- Maintaining accurate records and databases
- Supporting rota planning and auditing processes
- Managing mobile phone stock and distribution
- Processing invoices and setting up new staff/service users
- Being part of the on-call rota (including out-of-hours)

What we're looking for:

- A confident communicator with excellent admin and IT skills
- Someone who thrives under pressure and loves a good spreadsheet
- Experience in front-line service delivery and managing sensitive information
- Someone who embodies our values: Partnership, Respect, Innovation, Diversity, Equality, Strength-based practice

🛡️ *This role requires an Enhanced DBS Check.*

At SIL, we believe in building a diverse, inclusive workplace that celebrates people for who they are. If you're passionate about making a difference and want to help others live life on their own terms—apply now and be part of something truly special.