

Administrator

Job Description

Responsible to: Office Manager

Working hours: 27 hours per week over 4 or 5 days between Monday and Friday. (Occasional evening & weekend working maybe required).

Salary: NJC Scale Point 19

Contract end date: 30th April 2017

Key Tasks and responsibilities

1. Administration

- 1.1 To provide a reception service, dealing sensitively and efficiently with all contact in person, by email, letter and phone.
- 1.2 To develop, implement and maintain administrative procedures and systems to meet the needs of the organisation.
- 1.3 To assist in the maintenance and quality assurance of data collection and recording processes in order to ensure the effective monitoring and evaluation of the organisations work.
- 1.4 To assist in the organisation of meetings/events/activities as required.
- 1.5 To assist in recruitment administration as required.
- 1.6 To provide occasional administrative support to the Project Coordinator and other colleagues.
- 1.7 To provide administration support and day to day running of REACT! client group working closely with the Group Facilitator.
- 1.8 To deal appropriately with all incoming communications, escalating, re-directing or replying to them as appropriate.
- 1.9 To develop and maintain the database of organisations and stakeholders (including membership and subscriptions).

2. Facilities management

- 2.1 To support the Office Manager in ensuring that basic health and safety requirements are met within the premises.

- 2.2 To ensure that all office equipment is safe and in good working order.
- 2.3 To ensure adequate stocks of office supplies, ordering further supplies as necessary.
- 2.4 To support the Office Manager in managing contracts and suppliers in order to ensure that the organisation receives good value for money.
- 2.5 To support the Office Manager in researching and proposing appropriate insurance for the organisation, liaising with external contacts as necessary.

3. Information technology

- 3.1 To act as the first port of call for troubleshooting IT issues, liaising with external IT support company as necessary.
- 3.2 To be responsible for IT security (including anti-virus updates), carry out maintenance checks and ensure data is backed up regularly.

4. Other

- 4.1 When necessary, to provide short telephone support 'holding calls' to clients. Eg. When support worker is unavailable, when taking a referral.

General

- To be a good team player and work constructively with colleagues in all aspects of your work.
- At all times to carry out responsibilities within the framework of the Brigstowe Project's policies and procedures.
- To participate in training and development in order to carry out tasks in the most effective manner.
- To take responsibility for ensuring own safety and not endangering that of others, in the line with statutory and organisational requirements.
- To undertake any other duties that may reasonably fall into your post.

Person Specification

Experience

Substantial recent experience of:

1. Administrative support, including setting up and maintaining office systems.
2. Dealing effectively and sensitively with enquiries from people from diverse backgrounds.
3. Operating and managing IT systems.
4. Organising meetings and events.

Knowledge and skills

1. Excellent IT skills with good working knowledge of Microsoft Office (especially Excel and Word) and the ability to use in-house software for production of customised reports.
2. Excellent numeracy, written and verbal communication skills in English.
3. Excellent organisational (including prioritisation of tasks and time management) and administration skills.
4. Excellent interpersonal and customer service skills in dealing with a diverse range of contacts.
5. Good rate of level and accuracy.
6. Ability to use own initiative and work with minimal supervision.
7. Resourceful, with flexible approach to work.
8. An awareness of the issues that affect people with complex needs and an understanding of the importance of confidentiality.
9. Committed to the objectives of The Brigstowe Project.