



# Job Description and Person Specification

Title:	Admin Assistant
Hours:	30 hrs per week
Terms:	Maternity leave cover (up to 12 months)
Line manager:	Voluntary Group Support Manager
Salary:	£16,000 to £18,000

## Main Purpose

The role is to provide administrative and reception support within the charity; to carry out a range of clerical office duties; to respond effectively to visitors, telephone callers and email enquiries and to give direction and support to volunteers who also help in the office.

## The following lists the main tasks.

- . Updating databases and spread sheets and producing reports
- . Printing correspondence and promotional materials
- . Sorting incoming and outgoing post
- . Calling/emailing donors, stakeholders and other partner organisations
- . Taking training bookings and preparing in-house training room
- . Responding to visitors and telephone callers in a courteous, effective and efficient manner
- . Undertaking the administration of forums, promotional and network events
- . Contacting organisations to update their information and to promote events
- . Producing a regular e-newsletter using Mail Chimp
- . Assisting with meetings by helping to prepare, organise, take notes and write up minutes
- . Administration of paperwork including replies, data entry, scanning, filing, secure disposal

**Person specification.** To be successful in your application you will have to identify, with evidence, how you meet this.

- . Able and efficient, even under pressure
- . Competent use of computers including Word, Excel, Publisher and Outlook including mail-merge
- . Website editing experience
- . Excellent customer approach, in person and on the telephone.
- . After training, be able to respond to routine emails and calls independently, and to keep accessible records.
- . Able to organise activities in a busy office.
- . Demonstrate an understanding of the difficulties people can face through disability, frailty or isolation.
- . A good understanding and experience in the voluntary sector including as a volunteer would be an advantage.
- . Contribute to office activities that will help build the team.
- . Demonstrate values and attitudes consistent with those of the charity.