

HARINGTON JOB DESCRIPTION

Job Title: Administrative Assistant

Reporting To: Business Support Manager

About the Role

The Administrative Assistant is part of a busy Business Support Team providing an efficient and effective administrative and support service to meet the needs of the charity, as well as being the first point of contact for visitors and callers. The role is crucial to ensure the smooth operation of the Scheme. The post holder will assist in the maintenance of office management systems. The post holder will be joining a friendly team which includes admin staff, teaching and support staff and management.

The post-holder will often be the first point of contact for members of the general public, students and carers. It is an essential requirement of the post that the post-holder courteously provides information responding to these enquiries. The post-holder must be adept at multi-tasking a variety of duties effectively.

Administration

1. The post holder will deal with general correspondence including writing and distributing emails, letters and forms, sorting and distributing incoming post, organising, franking and send outgoing post.
2. Updating office systems and filing records as required, including maintaining and updating records on databases and spreadsheets, including student attendance records and qualifications.
3. Photocopying and printing documents as required.
4. Scheduling and attending meetings and taking minutes as required.

Personnel

1. Supporting the staff recruitment process including advertising roles, making up and distributing recruitment packs, scheduling interviews and completing pre-employment checks.
2. Maintaining the Single Central Register for staff employment checks, including DBS checks.
3. Providing support and training to all staff in Microsoft Office software and office equipment where required.

Finance

1. Preparing monthly invoices to Local Authorities for day care provision and Harington Gardeners customers, tracking payments and following up overdue payments.
2. Using both the Xero system and the online banking system to prepare invoices for payment.
3. Processing petty cash claims, making approved payments, ensuring there is sufficient cash available and reconciling petty cash records.
4. Checking and preparing staff expense claims for authorisation.
5. Collecting, counting and recording cash, cheques and credit card income from sales and donations. Ensuring that accurate records of all cheque/cash income deposited to and removed from Harington safes are maintained.
6. Preparing cash and cheques for banking and making deposits at the bank. Preparing cheques and transfer documentation for signatures.
5. Processing new Gift Aid forms and supporting the Gift Aid application process.
6. Collating and inputting data for the fortnightly payroll (up to 15 staff) for approval and payment.
7. Ensuring financial processes and record-keeping are compliant with internal financial controls and policies.

Reports and Meetings

1. Assisting in the preparation of regularly scheduled reports.
2. Supporting managers to ensure that all returns and reports are prepared and submitted to meet deadlines.
3. Supporting the Business Support Manager in preparing and following up action items related to internal and external meetings.
4. Booking meeting rooms and resources as required.

5. Attending meetings and taking minutes when required.

Facilities and Site Management

1. Acting as first point of contact for staff to report facilities issues.
2. Ensuring that all issues are prioritised and actioned appropriately.
3. Maintaining the Facilities Issue Log in conjunction with the Business Support Manager.
4. Helping to plan and run events, including the Spring and Christmas Sales and the annual Celebration of Achievements event.

General Duties

1. Acting as the first point of contact for internal and external contacts. This includes answering all telephone enquiries, taking and relaying messages in a polite and helpful manner, taking action as appropriate and responding to email and social media enquiries or forwarding when appropriate.
2. Acting as a first aider and supporting the maintenance of first aid boxes.
3. Welcoming and supporting visitors to the site.
4. Ordering and maintaining stationery and office equipment, including researching new deals and suppliers.
5. As part of the Business Support Team, providing effective support and cover for team members as appropriate.
6. Carrying out any other tasks that may be required commensurate with the grade.

The post holder is required to familiarise themselves with all policies and procedures and to comply with them at all times.

This post involves working closely with young people and vulnerable adults therefore appointment will be subject to an Enhanced DBS Disclosure with Barred List checks.

Salary: £20,600 to £23,000 (Grade F) pay award pending

Hours: 37.5 hours a week over 5 days

Annual Leave: 25 days rising to 30 after 5 years' service

PERSON SPECIFICATION: Administrative Assistant

Selection Criteria	Essential (E) Desirable (D)	Assessment method
Qualifications		
GCSE English and Maths Grade 9-4 (A*-C) or equivalent	E	C
Level 2 or above ICT qualification (e.g. European Computer Driving Licence)	D	C
Business administration, finance administration or related qualification	D	C
Experience		
Experience of working in a busy office, prioritising tasks and meeting deadlines	E	AF, I
Experience of using own initiative and prioritising workload	E	AF, I
Experience of handling enquiries from the public, clients or customers	E	AF, I
Experience of handling cash and keeping finance records	E	AF, I
Skills and abilities		
Confident IT user with a thorough working knowledge of Microsoft packages including Word, Excel, PowerPoint and Outlook	E	AF, I
Good standard of written and spoken English and a high level of numeracy	E	AF, I
Professional and friendly demeanour and strong interpersonal skills, able to deal with people at all levels of the organisation and external stakeholders	E	I
Pleasant, confident telephone manner and good communication skills	E	I
Trustworthy, reliable and discrete, with respect for confidentiality	E	I
Enthusiastic and positive approach to challenges	E	I
Self-motivated and disciplined	E	I
Excellent organisational skills and attention to detail, especially when working with confidential and financial data	E	AF, I
The desire to work in an organisation that supports individuals to reach their full potential	E	I
Able to manage pressure and conflicting demands and prioritise own workload	E	AF, I
Fast and accurate typing skills (minimum of 45 words per minute)	D	AF, I
Other		
Commitment to safeguarding and improving the wellbeing of children and vulnerable adults and ability to follow safeguarding and Prevent procedures	E	I
Knowledge of/commitment to equality of opportunity in all aspects of work	E	I
Willing to undertake continuous professional development as necessary	E	I

ASSESSMENT METHOD KEY: AF = Application Form C = Certificate and I = Interview