

JOB DESCRIPTION

JOB TITLE:	General Administrative Assistant
RESPONSIBLE TO:	Business Support Manager

MAIN FUNCTIONS

The Administrative Assistant will be required to work as 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 students, visitors and callers. The role is crucial to ensure the smooth operation of the Scheme.

The post holder will take specific responsibility on a daily basis for a number of administrative tasks.

The post holder will be required to be courteous and respond to general enquiries, seeking support where required, and must be adept at multi-tasking in relation to a variety of administrative duties.

MAIN DUTIES AND RESPONSIBILITIES

Administration

1. Acting as the first point of contact for internal and external contacts. This includes answering 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. Welcoming and supporting visitors to the site.
3. Dealing with general correspondence including writing and distributing emails, letters and forms, sorting and distributing incoming post, organising, franking and send outgoing post.
4. Updating office systems, electronic records and filing as required, including finance records, student and staff attendance records and other business support data.
5. Photocopying and printing documents as required.
6. Scheduling and attending meetings and taking minutes as required.
7. Supporting the staff and volunteer recruitment process including advertising roles, making up and distributing recruitment packs, scheduling interviews and assisting with pre-employment checks.
8. Providing general support to all staff in using basic office systems and office equipment, where required

Finance

1. Processing petty cash claims, making approved payments, ensuring there is sufficient cash available.
2. 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.
3. Preparing cash and cheques for banking and making deposits at the bank.
4. Preparing cheques and transfer documentation for signatures as required.
5. Processing new Gift Aid forms and supporting the Gift Aid application process.
6. Adhering to internal finance control and maintaining accurate.

Resources, facilities and events

1. Ordering and maintaining stationery and office equipment, including researching new deals and suppliers.
2. Maintaining a booking system for shared IT resources, meeting rooms and equipment.
3. Acting as first point of contact for staff to report facilities issues.
4. Assisting with the promotion and organisation of events fundraising activities.
5. Dealing with enquiries and orders from customers relating to Harington Gardeners and seasonal plant sales.

General Duties

1. Carry out tasks as required by the Business Support Manager to contribute to the smooth running of the Business Support Team, providing effective support and cover for team members as appropriate.
2. Acting as a first aider and supporting the maintenance of first aid boxes.
3. 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.

Grade: Hours 25 hours per week. Grade F £20,806 - £23,230 pro rata (based on a 37.5 hour week).

ADMINISTRATIVE PERSON SPECIFICATION		
Requirements	Essential/ Desirable	Assessment Method
Qualifications and Training		
<ul style="list-style-type: none"> Relevant training in administration duties, including word processing 	E	AF
Knowledge and Experience		
<ul style="list-style-type: none"> Knowledge of general administrative duties, including reception duties, management of petty cash, and management of diaries etc 	E	AF/I
<ul style="list-style-type: none"> Experience in general administrative duties 	E	AF/I
<ul style="list-style-type: none"> Experience in providing good customer care, including managing phone calls and general visitors, seeking support where required 	E	AF/I
<ul style="list-style-type: none"> Experience in managing diaries 	D	AF/I
<ul style="list-style-type: none"> Experience in general financial administration 	D	AF/I
<ul style="list-style-type: none"> Experience in general word processing of documents 	E	AF/I
<ul style="list-style-type: none"> Experience in managing excel spreadsheets for general administrative purposes 	D	AF/I
Skills and abilities		
<ul style="list-style-type: none"> Ability to establish rapport with students with learning difficulties and/or disabilities, in line with the remit of this role 	D	AF/I
<ul style="list-style-type: none"> Have good interpersonal and verbal communication skills, and be courteous at all times and respond appropriately to requests 	E	AF/I
<ul style="list-style-type: none"> Good written communication and report writing skills 	E	AF/I
<ul style="list-style-type: none"> Good ICT skills, including use of IT Microsoft Office packages Outlook, Word and Excel. 	D	AF/I
<ul style="list-style-type: none"> Ability to work as an effective member of a team, with appropriate supervision, demonstrating self-motivation. 	E	AF/I
Other		
<ul style="list-style-type: none"> Strong commitment to equality and diversity and ability to promote this in all aspects of work. 	E	I
<ul style="list-style-type: none"> Commitment to ensuring the safeguarding and wellbeing of children and vulnerable adults, taking account of the remit of this role 	E	I
<ul style="list-style-type: none"> DBS Enhanced 	E	AF/I
<ul style="list-style-type: none"> Professional and confidential. 	E	I
<ul style="list-style-type: none"> Commitment to following Harington Policies 	E	AF/I

Assessment Method Key: AF = Application Form, C = Certificate, I = Interview