

## Job Description

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| <b>Job Title:</b>        | Office Administrator                              |
| <b>Reporting to:</b>     | Senior Office Administrator                       |
| <b>Responsible to:</b>   | Chief Executive Officer                           |
| <b>Salary:</b>           | £18,070 - £20,138 (NJC Scale 4)                   |
| <b>Contracted hours:</b> | 37.5 per week                                     |
| <b>Contract type:</b>    | 1 year fixed term (with possibility of extension) |

### Main Responsibilities

The post holder will work as part of a busy, highly focused and professional team providing full general and financial administration services within the organisation including responsibility for filing, equipment maintenance, operational duties and excellent customer service. The post holder may be transferred to other departments within the organisation if required.

### Specific Duties

#### Direct Customer Service

- Greet clients upon arrival, provide tea/coffee, and direct as appropriate.
- Operate switchboard and answering machine, answer enquiries and direct incoming calls to internal extensions in a professional and efficient manner.
- Maintain a record of incoming calls and relay messages in a timely and efficient manner.
- Professionally handle incoming calls and correspondence, prioritise and take appropriate action.

#### General Administration

- Manage and organise the reception area and other general office areas ensuring a tidy and safe work environment by completing a Daily Checklist.
- Accurately type, edit (when necessary) and present correspondence and reports to a professional standard
- Operate a wide range of office equipment
- Process incoming and outgoing mail on a daily basis, including distributing mail internally and maintaining post book records.

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- Maintain level of franking machine to include planning for future mail-outs, and record usage of postage in post book.
- Maintain accurate records, eg Signing in/out sheet, etc
- Provide a comprehensive administration service, using a range of computer packages, including Microsoft Word, Access, Excel, Powerpoint, and Outlook.
- Bind documents, photocopy, fax and type as required.
- Establish, maintain and develop computerised and manual filing systems and movement schedules as required.
- Be responsible for stock levels and make monthly orders as required.
- Alert relevant parties when the office is closing for public holiday, eg cancel milk.
- Organise catering arrangements for meetings, and provide tea/coffee.
- Assist with mail outs, eg folding and packing envelopes.
- Manage bookings for on-site room hire by external bodies.

### Personnel Administration

- Assist with administrative arrangements for courses, seminars and other training and development activities.
- Understanding of the need for confidentiality and demonstrate experience in dealing with confidential matters

### Finance Administration

- Assist with administration of opting-in forms, eg placing orders on system and returning forms by an agreed date in the month.
- Replying to basic voucher queries/ requests on the voucher system and on email.

### Childcare Vouchers

- Assist member companies to set up new childcare voucher schemes, and ensure relevant documentation is put in place.
- Set up new member company, childcare provider and parent records on voucher software as necessary.
- Process orders for childcare vouchers, including checking value of vouchers and payment details, and recording all payments in the appropriate format.
- Respond to queries from parents, employers or childcare providers with regard to their childcare voucher account
- Contribute to ongoing development of voucher documentation and systems for example in relation to new HMRC developments and other general business improvements.
- Set up, maintain and develop manual and computerised records on all of above.
- Assist with development of corporate materials as necessary.
- Carry out desk research as necessary, via internet etc, for example to keep up-to-date with services offered by other childcare voucher providers.

### IT & Equipment Support

- Check and maintain photocopier and all printers for consumables replacements, toners etc.

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- Maintain records on equipment faults.
- Control diary for meeting rooms and booking equipment, including data projector, laptops, overhead projectors etc.
- Check equipment on return and before events as necessary. Organise maintenance as necessary.
- Book maintenance visits as directed by Line Manager

### **Communication, Personnel and Organisational Development**

- Participate actively in staff and team meetings to update and share information with colleagues.
- Engage in prompt and full communication both within your own team and across teams to ensure the highest level of customer service at all times.
- Participate in regular staff training and development activities on company services, operating systems, processes and procedures and contribute to same.
- Acquire and retain in-depth knowledge of existing and new company services.
- Continuously review all administrative and operational procedures in your team/area of work and make constructive suggestions for improvement.
- Take ownership of own training and development by putting forward personal training needs, undertake such training as is required to meet these needs and fully utilise all training and support materials which are available.
- Work flexibly and across teams and organisational functions as required.
- Participate in external promotional events at times and venues required including evenings and weekends, and travel as required to meet the needs of the organisation.
- Demonstrate a calm, controlled, pleasant and warm manner with all clients and colleagues.
- Display a flexible and cooperative approach at all times, treating all clients and colleagues with courtesy and respect.
- Become familiar with the general duties of other staff and assist with other duties as required.
- Train colleagues in general duties of post in order to ensure organisation has adequate cover in times of need.
- Undertake any other reasonable duties appropriate to the achievement of the organisation's goals and targets.

### **Information Security**

- Comply with the organisation's Security & Confidentiality policy at all times, ensuring the highest levels of information security, data protection and confidentiality.

**This job description is neither exhaustive nor exclusive and may be reviewed depending upon operational requirements and staffing levels.**

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