



JOB DESCRIPTION

TITLE OF POST:	Administration Assistant
DEPARTMENT:	Core Team
TO WHOM IMMEDIATELY RESPONSIBLE:	Directors
ROLE PURPOSE:	To support the day to day management of all administration work of the Dalgarno Trust and the directors. This job will also provide effective support for our reception and front of house.
HOURS/DAYS:	20 hours per week/Monday to Friday
SALARY:	£21,450 per annum/£11 per hour

JOB SUMMARY

- To provide a range of administrative support to the Directors including extensive use of the Microsoft office including Outlook, Word, PowerPoint and Excel.
- To support the Bookings Manager to ensure the smooth running of the community centre including the functionality of the building/external offices,
- To work flexibly and cooperatively with colleagues within team. Maintains effective working relationships with a wide range of the local community.
- To support the management of the reception and front of house duties as required.
- To support communications with the Trust and the community
- To be administratively self sufficient.

TECHNICAL ABILITIES

- To provide administrative support to the Directors.
- Organising and storing paperwork, documents and computer-based information;
- To deal with telephone calls, post and direct contacts and visitors, project and external agencies in an appropriate and professional manner, using judgement and discretion where necessary, referring complex matters to the directors and taking messages when necessary.

- To schedule staff and other meetings and take minutes as required.
- To provide high quality customer services to visitors by maintaining a friendly and welcoming environment, ensuring the centre reception is covered when required.
- To participate in the induction of new staff/volunteers as required.
- To have an understanding of health and safety and fire regulation and to assist in maintaining a safe environment users, staff and visitors to the centre.
- To order supplies and equipment, including receipt of deliveries as and when necessary.
- To support the directors with the administrative elements of HR management.
- To be centre green champion, by regularly reviewing the centre environmental practices and to encourage staff/centre users to actively recycle.
- To support the Bookings Manager with the centre diary of activities and room bookings to facilitate effective use of resources.
- Any other duties, which may be reasonably required.

PERSON SPECIFICATION: Administration Assistant

Core Competency	Essential	Desirable	Measurement Method
Self Development and Motivation	√		Interview
Planning and Organising	√		Application form
Customer Service	√		Interview
Problem Solving / Decision Making	√		Interview
Communication	√		Interview
Team Work	√		Interview

Role Specific Competency	Essential	Desirable	Measurement Method
Tact and Political Sensitivity	√		Interview
Excellent Listening Skills	√		Interview

Technical Competency	Essential	Desirable	Measurement Method
Experience of working in a busy office environment	√		Application form & interview
Experience of office organisation & administrative procedures	√		Application form
Active commitment to Equal Opportunities	√		Application form & interview
IT: Proficiency in Microsoft Outlook, Word, Excel, PowerPoint and Publisher	√		Work-related exercise