

Age UK Bournemouth, Poole & East Dorset

Job Description

POST TITLE:	General Administrator
SALARY SCALE:	£10,650.63 (actual)
HOURS:	16.5 per week Mon- Wednesday (9am to 2.30pm)
LINE MANAGER:	Office & Facilities Manager
RESPONSIBLE TO:	Head of People & Office Operations, Chief Operating Officer and Ultimately the Chief Executive and Executive Committee of Age UK Bournemouth, Poole & East Dorset
BASED:	700 Wimborne Road, Bournemouth BH9 2EG
PURPOSE	To undertake general administration duties for the charity.

1) Main Tasks

- Liaise with the Office & Facilities Manager regarding general admin tasks from across the organisation, this may include printing, filing, replacing leaflets in both offices and Information & Advice, volunteer induction prep, Help at Home induction, trustee handbooks, printing of foot care forms, printing resources for Dementia Services, etc.
- Undertake a monthly stock check (Foot Care, Help at Home, office supplies and cleaning supplies etc.) and update the database on SharePoint.
- Notify the Office & Facilities Manager what stock levels need replacement.
- Monitor stock levels daily and notify the Office & Facilities Manager when stock gets low.
- Replenish all stock of paper, envelopes, kitchen supplies, toilet roll and hand towels in 698 & 700 Wimborne Road.
- Liaise with the shop managers regarding any stationary requirements or replenishment of cash sheets, bank books, etc.
- Test the smoke alarms monthly, update the log and notify the office manager of any faults or whether batteries need changing, etc.
- Undertake Parkstone & Wimborne shop gift aid data entry including scanning and filing.

- Undertake GDPR and feedback data entry, scanning and filing for all services, as required,
- Undertake data entry for Dementia Services, as and when required.
- Check deliveries and ensure stock is put away or distributed to our shops.
- Organise ink cartridge recycling.
- Keep stock cupboards and sheds tidy and organised.
- Maintain the shredder by emptying it as required, removing paper dust and running an oiling sheet through it once a month (or more often as required).
- Maintain the laminator by running a cleaning sheet through it once a month (or more often as required).
- Liaise with staff regarding their annual diaries/ calendars and liaise with the office managers regarding the ordering of these.
- Working with the Marketing Officer regarding distribution of marketing material.
- Assist with mail outs, as required, such as feedback, activities timetables and invoices.
- Be responsible for the franking and posting of all office mail at the end of each day.
- Ensure that the bins are put out for collection each week.
- Prepare items and materials for events.
- Maintain insurance and driving checks for all staff and update spreadsheet.

General

1. To undertake all necessary training.
2. Actively contributes to a positive, collaborative team environment.
3. To adhere to all Age UK BPED policies and procedures.
4. To undertake any other reasonable duties as requested by Senior Managers, Chief Operating Officer, Chief Executive or Trustees.
5. The job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the organisation, and in keeping with the general profile of the post.

Person Specification

General Administrator

	Essential	Desirable	Evidenced by
Previous experience of working with older people		x	Application/interview/references
Excellent oral and communication skills	x		Application/interview/references
Excellent IT skills (Microsoft office, data entry excel, word, outlook etc.)	x		Application/interview/references
Understanding of a general administration role	x		Application/interview/references
Ability to work alone or as part of a team	x		Application/interview/references
Ability to keep clear and concise written records	x		Application/interview/references
Flexibility	x		Application/interview/references
Good time keeping	x		Application/interview/references
Reliable & honest	x		Application/interview/references
Ability to keep confidentiality & an understanding of data protection	x		Application/interview/references
Willingness to undertake training	x		Application/interview/references
Willingness to undertake varied tasks and adapt to changing priorities	x		Application/interview/references
Experience of working in a busy office	x		Application/interview/references
Ability to deal with a number of on-going enquiries at any one time	x		Application/interview/references
Approachable, diplomatic, and capable of building rapport with staff, volunteers and visitors to the office.	x		Application/interview/references

Age UK Bournemouth, Poole & East Dorset values diversity and inclusion and welcomes applications from candidates with diverse backgrounds. We are committed to providing a workplace free from discrimination or harassment and where individuals of all backgrounds, identities and abilities feel valued, respected and empowered.