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**Job pack**

**Office Administrator (part time)**

October 2022

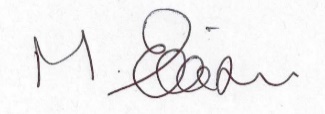
Dear Applicant

# Re: Administrator

Thank you for your enquiry in response to our advertisement for the above position. We regret that we only contact applicants who are shortlisted for an interview. Therefore, if you have not heard from us by 22nd November 2022 you should presume that unfortunately on this occasion your application has not been successful. Candidates shortlisted will be contacted by email and or telephone so please include an email address and a telephone number where you can be reached.

* Deadline for Applications: midnight, 14th November 2022
* Interviews: 25th November 2022

Yours sincerely



Mark Ellison  
**Chief Executive**

**Job Description and Person Specification**

**Job description:** Administrator

**Reporting to**: Office Manager

**Purpose** To assist the Office Manager in the day to day running of the offices providing a high level of admin assistance to all clients, professionals and colleagues that we work with

**Key duties and responsibilities**

1. To facilitate the smooth operation of the offices to a high standard, ensuring that policies, procedures and systems are followed and that our quality standards are being met at all times.
2. To be responsible for the day-to-day administration of Age UK Bromley & Greenwich alongside the Office Manager
3. To support the Office Manager with HR and Recruitment administration
4. To provide a very high standard of customer care to everyone that we work with, including clients and professionals ensuring that all phone calls and enquiries are answered and dealt with promptly
5. To assist the Office Manager with developing new and existing procedures and creating new systems efficiently, ensuring that our high standards are consistently maintained.
6. To keep a record of stationary and alert the Office Manager when items are running low
7. To maintain accurate, tidy and up-to-date records and files, both written and computerised, including data entry onto relevant spreadsheets
8. To manage meeting room diaries and booking requests from staff and volunteers
9. To ensure the office maintains a clean desk policy in compliance with data protection and our confidentiality policies.
10. To provide monthly reports and other ad hoc reports as required by the Office Manager.
11. To provide cover if the office if the Office Manager is on leave

**GENERAL**

* To attend monthly supervision meetings with the Office Manager
* To participate in team and staff meetings as and when required
* To undertake any other duties, as determined by the Office Manager appropriate to the post.

**PERSON SPECIFICATION**

**Knowledge, Skills and abilities**

Must demonstrate evidence track record of:

* Strong and effective administrative and organisational skills
* Ability to manage a full workload and meet deadlines within a fast paced, open plan environment
* Excellent forward planning skills and able to multi-task without compromising on the quality and accuracy of the work
* Experience of working with all Microsoft packages
* Excellent oral and written communication skills, and able to communicate at all levels and build strong professional relationships internally and externally
* Able to work independently and cooperatively as part of a team
* Committed, enthusiastic, flexible approach to work
* Accuracy and good attention to detail
* Demonstrate a real commitment to equality of opportunity
* Reliable and good time keeping

**Knowledge**

* Good understanding and empathy of all older people
* Good grasp of all Microsoft Office packages
* A basic background in HR processes

**Experience**

* At least one year’s experience of working in an administrative role
* Experience of working in the Charity Sector (desirable)
* Experience of working in a team setting
* Experience of working in customer-focused environment

**Terms & Conditions**

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| **Salary** | £23,303 per annum pro rata (actual salary £17,400) |
| **Pension** | All eligible employees are automatically enrolled into our scheme with The Pensions Trust. Contributions are in line with the governments’ minimum standard (currently 5% employees and 3% employers). |
| **Hours** | 28 hours per week (over 4 days)  Normal working week is Monday to Friday 9:00 until 17:00 with up to one hour unpaid lunch break.  The nature of the role is such that some flexibility and additional hours may be required from time to time, including some evening or weekend work. Time off in Lieu will be granted for extra hours worked in the evenings or weekends. Overtime payments are not normally made. |
| **Annual leave** | 27 days per annum (2 days allocated over the Christmas Period) plus public holidays pro rata |
| **Based at** | The post holder will be primarily based at Community House, Bromley. The post holder will be required to travel and work at other locations throughout both boroughs. |