

Age Concern Durham County trading as Age UK County Durham

JOB DESCRIPTION

Post	Administrator (26.13)
Responsible to	Senior Management
Based at	Age UK Houghton House, Belmont Business Park, Durham and the post holder will also be required to work at other locations if and when required.
Hours of work	22 hours per week 8.30am – 4.30pm Wednesday to Friday (8:30am – 4:00pm Friday)
Salary	£24,454 per annum, pro rata, (£14,540.24) plus up to 5% pension contribution to Organisation's Pension Scheme.
Holiday Entitlement	36 days per annum including statutory holidays and Christmas closedown.

Purpose

To work with staff and volunteers to provide the necessary administrative support and media presence to all projects and activities. To be the first point of contact for all enquiries.

Key tasks

1. To answer, triage and action incoming calls responding promptly and in a professional manner, ensuring follow up actions are completed to time and liaising with the wider team as necessary
2. To provide general administrative support and back up
3. To respond to all general enquiries
4. To monitor all inboxes.
5. To accurately input and upload data and information on to the Management system
6. To process incoming and outgoing post, stationary orders and other general tasks
7. To undertake administrative tasks associated with the recruitment and support of volunteers.
8. To work with Senior Administrator to ensure health and safety checks are completed.
9. To undertake personal development as agreed between yourself and your Line Manager
10. Work as part of a team with other Age UK County Durham staff and volunteers.
11. Undertake any other duties that may be reasonably requested

General terms and conditions

There may be a requirement to travel therefore a current valid driving licence and access to a car is essential for this post. Mileage rates as agreed by our Board of Trustees will be paid for the use of a car for business use.

The appointment will be made subject to the receipt of references and a Disclosure and Barring Service (DBS) check that meet the requirements of the organisation.

Age UK County Durham operates a no smoking policy in all of its premises.

Age UK County Durham is an equal opportunities employer.

PERSON SPECIFICATION

Essential

- Experience of social media input
- Proven experience of project support and/or business administration
- Good communication and interpersonal skills both written and oral
- Ability to plan and prioritise a diverse workload.
- Self-motivated with the ability to work both alone and as part of a team to meet objectives and deadlines.
- Excellent IT skills including Microsoft Office and databases
- Ability to assimilate information, maintain accurate records and produce concise, clear reports.
- Experience of dealing with the public
- Flexible attitude to work
- Good general standard of education.
- Commitment to Equal Opportunities.
- Clean full driving licence with access to own vehicle.

Desirable

- Business Admin / Customer Service Qualification
- Experience of using a client relationship management system
- Experience of working with older adults
- Experience of working with volunteers

Method of assessment

Application form

Interview