

JOB DESCRIPTION

Job Title: Projects Support Administrator

Responsible to: PA/Office Manager

Location: Malvern Gate, Bromwich Road, Worcester.
(with flexibility to work across the two counties)

Job Purpose and Role:

- To provide administrative and project support across a number of projects and office support services to ensure the delivery of professional, efficient and customer focussed services. To provide efficient secretariat support for organisations associated with Age UK (involving travelling to Birmingham).

Principle Responsibilities and Duties:

1. Undertake relevant project work for Age UK, working with project co-ordinators and their teams to provide a range of administrative support services to ensure that services are provided efficiently and effectively.
2. Provide support and reports where applicable to the PA/Office Manager (including facilities and ICT).
3. Provide secretariat support (minute taking, preparing agendas and documentation)
4. Undertake a variety of IT work, including:
 - setting up/monitoring project data using Charity Log (database) and producing statistical information
 - central contact for requests/referrals where appropriate
 - production and maintenance of project records
 - reports and spreadsheets
 - email and internet work
 - assist in the extraction, manipulation and presentation of data for project monitoring purposes.
5. Maintain effective communication systems internally and externally with organisations in relation to services and projects. This will include telephone, email and face to face communication.
6. Manage booking processes for projects from initial enquiry to confirmation, invoicing and preparation of any materials.
7. Organise and set up office and external events, prepare meeting rooms, refreshments etc as necessary. Meet/greet clients and communicate positively with client organisations, delegates (internal and external), external facilitators/trainers.

8. Maintain positive working relationships with volunteers and staff within the organisation and meet set organisational quality standards.
9. Maintain efficient office and filing systems and provide reception cover when required and cover for the project support team.
10. Attend events, seminars and training sessions on behalf of Age UK Herefordshire & Worcestershire.
11. Undertake other duties as required by the Leadership Team commensurate with the role and skills of the postholder.

Other Information:

- Age UK Herefordshire & Worcestershire is a membership of the Age UK Federation and works within the philosophy and principles of Age UK.
- Age UK Herefordshire & Worcestershire is committed to equality and diversity principles and practices.
- All staff, in their particular roles and working collaboratively, will be expected to pursue the aims and objectives of Age UK Herefordshire & Worcestershire.
- All staff must work within the policies and guidelines adopted by the organisation.
- All staff will participate in the supervision and appraisal systems developed within the organisation.
- Age UK Herefordshire & Worcestershire is recognised as an Investor in People and, in its commitment to staff and organisational development, will identify training needs and will expect and encourage the involvement of all staff in meeting them appropriately.
- Our Principles are:
 - **Ageism is unacceptable:** We are against all forms of discrimination; challenge unfair treatment on grounds of age; and represent the views of older people to ensure their voice is heard.
 - **All people have the right to make decisions about their lives:** We help older people to discover and exercise these rights.
 - **People less able to help themselves should be offered support:** We seek to support older people to live their lives as independently as possible. We believe people who are supported should be treated with dignity and respect in all supported settings.
 - **We believe in working with others to make Herefordshire & Worcestershire a better place to grow older:** We recognise the value of collective action and where possible we will work with others with diverse strengths in our community to ensure older people are cared about.