

JOB DESCRIPTION

JOB TITLE **Office Assistant**

JOB PURPOSE:- Provide excellent face-to-face customer service in a professional, welcoming, and friendly manner as the first point of contact based on reception at Lansdowne House. Greet all visitors and take receipt of deliveries; assist with external fundraising events when possible; carry out research, analysis and provide reports for the Marketing & Income Generation Dept, manage incoming and outgoing mail, and provide administrative support as and when needed.

ACCOUNTABLE TO **Executive Assistant**

DUTIES AND RESPONSIBILITIES

Main Tasks:

- Receiving visitors at reception by answering intercom, welcoming, directing, and announcing them appropriately
- Managing incoming and outgoing mail and deliveries
- Provide admin assistance/support to the Executive Assistant when required
- Provide office administration assistance to senior management if required
- Assist at marketing & fundraising events when possible
- Provide research, analysis, and reports for the Marketing Dept to support campaigns and fundraising initiatives
- Provide support to the HR Advisor by coordinating and overseeing in-house training

Other Duties (including but not limited to):

- Keep the reception/waiting area tidy and magazines and leaflets up to date
- Provide Beaumont Leys weekly sales figures from eProductive and log on Excel spreadsheet
- Book meeting rooms when requested
- Assist with set up/clearing away of refreshments for meetings when required
- Monitor and record stamp usage and ordering via purchasing department when necessary
- Print off, laminate (when relevant) & distribute marketing materials for the Marketing Dept
- Ensure retail shops and resource centres have up to date materials/leaflets
- Other general office administration tasks as necessary

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims, and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____