

Job Title:	Administration Assistant
Job Location:	Based at St Ann's Square, Manchester
Reporting to:	Chief Executive
Hours of Work:	21 hours a week. Hours to be worked normally between Monday to Friday 9am to 5pm excluding lunch. Some out of hours work may be required.
Salary:	£19,105 (pro-rata); £11,463 actual

PURPOSE OF JOB (as set out in the draft contract of employment)

- a. Provide a wide range administrative support tasks for the organisation and, specifically, the Chief Executive and Senior Team.
 - b. Maintain personnel records, assist with per-employment checks and answer queries from suppliers and the general public.
 - c. To undertake the day-to-day office routines necessary to the smooth running of the office.
 - d. To ensure that the Equal Opportunities and Health and Safety policies of Age Concern Manchester, as they apply to the office situation, are carried out properly.
-

SPECIFIC TASKS

1. Provide administrative support to the Chief Executive and Senior Team as needed.
2. Maintain all staff personnel systems, including staff files, databases and liaise with the Finance Team to ensure they have accurate information for payroll purposes.
3. Manage DBS checks for staff and volunteers and maintain accurate staff personnel files.
4. Assist with staff reference checks.
5. Maintain personnel archive files and other files associated with the smooth running of the organisation (i.e. property and Health and Safety files).
6. Be the first point of contact with our Human Resources provider and troubleshoot any queries from Age UK Manchester Service Managers.
7. Ensure the proper handling of cash and other valuables in accordance with the procedures of Age UK Manchester.
8. Maintain supplies of stationary and report equipment faults covered by maintenance contracts.
9. To ensure the correct and timely recording and transmission of incoming and outgoing communications, including telephone, fax, post and email.
10. Provide cover for reception as and when needed.
11. Organise meetings and diaries as needed.
12. Promote the services provided by Age UK Manchester to families and carers whilst taking calls.

The job title and duties may be changed if and when necessary for the proper running of Age Concern Manchester. In appropriate circumstances, relief cover for other employees may be required.

PERSON SPECIFICATION

The successful candidate will:

1. Be a confident user of Microsoft programmes, have excellent organisational skills, a keen eye for detail and have a friendly, cheerful attitude.
2. Have experience in maintaining databases and handling/storing confidential information.
3. They will have a confident, professional telephone manner.
4. Knowledge of Health and Safety regulations.
5. They will have a confident, professional telephone manner.
6. Knowledge of Health and Safety regulations.
7. Possess excellent written and spoken English skills.
8. Experience of handling petty cash systems and processing invoices and credit control.
9. Experience of keeping statistics.
10. Demonstrate honesty, integrity and an understanding of the issues affecting older people.
11. They will be able to demonstrate a commitment to the mission of Age UK Manchester.
12. They must show an ability to communicate simply and effectively, orally and in writing, with people from a wide range of backgrounds.
13. They will understand the needs (often unspoken) of vulnerable, older people and their carers, and respond to those needs with sensitivity.
14. They will be able to work under pressure as a team member with self-assurance, self-confidence and a sense of humour, and to provide a cheerful, positive environment within which the wellbeing of users can be promoted.
15. Demonstrate the ability to work flexibly.