

JOB DESCRIPTION

JOB TITLE:	Office Services Coordinator
JOB PURPOSE:	To provide support for the Wellbeing Services & Office Support Manager in administering office systems & services; deputising in their absence.
ACCOUNTABLE TO:	Wellbeing Services & Office Support Manager
RESPONSIBLE FOR:	This post does not carry line management responsibilities
LOCATION:	Taunton
NORMAL HOURS:	Part-time 14/15 hours per week (depending on working pattern, to be agreed)
TRAVEL:	The nature of the job will not normally require travel around Somerset or North Somerset. If it is required, then it is the post holder's responsibility to provide a roadworthy vehicle. Travel expenses are paid at an appropriate rate.
<p><i>PLEASE NOTE: This Job Description may be changed at any time with the agreement of the post holder to meet changed circumstances.</i></p>	
<p>MAIN DUTIES:</p> <ul style="list-style-type: none"> • Administering, monitoring and reporting on various elements of the Office Services function, including: <ul style="list-style-type: none"> ○ Systems: IT & Data Management - <ul style="list-style-type: none"> ▪ Provide support to the manager, ensuring efficient office systems and effective data management ▪ User management (managing users & permissions; liaising with line managers and our IT support partners to arrange systems/office access; equipment cleans, issue & returns) ▪ Provide low-level IT support to the charity team, troubleshooting known/basic issues and liaising with IT support providers as required ▪ Assist with finding prompt solutions for issues regarding equipment breakdowns and maintenance, in conjunction with our network & equipment providers ▪ Monitor and maintain accurate records for IT support requests, resolutions, equipment inventories 	

- Provide induction training on basic IT functions, including the client database, network & Microsoft apps, email signatures, devices and printers to ensure compliance with organisational standards
- Promote training provided by our IT support partners to the team
- Assist with general administration of the Network, Intranet, Databases, Telephony, Device management systems
- Assist in the provision of Management Information & Reporting
- Act as a central point of contact for data protection queries (eg SARs, Breaches)
- **Office –**
 - Assist the line manager in the provision of efficient office management
 - Responsible for day-to-day office arrangements eg cleaning services, security, bottled water, recycling, office equipment & supplies
 - Take an active part in developing accurate and efficient office processes, which may involve producing and maintaining written procedures, identifying areas for improvement and assisting with the ongoing transfer of paper-based to electronic records
 - Support colleagues in understanding office procedures
 - Assist in prompt resolution of issues regarding office repair and maintenance, involving trade support where necessary
 - Responsible for checking the charity's email account to handle or redirect requests and enquiries as required
 - Coordinate PAT testing
 - Act as Fire Marshal and/or Emergency First Aider where requested and trained to do so
- **Frontline Services –**
 - Provide administration support principally for the Wellbeing Services, but which may also encompass office support for other services as and when required.

QUALITY:

- Produce all documentation to the professional format and standard required by the organisation
- Ensure all requested tasks are delivered on time
- Maintain an efficient filing and archiving system, and ensuring compliance with data retention controls

COMMUNICATIONS:

- Maintain effective communications within the team
- Provide support to Managers and other staff
- Communicate efficiently and effectively with all colleagues, volunteers and members of the public

FINANCE:

- Work within any allocated budget, as required and supported by your line manager

- Maintain accurate and up to date records of expenses incurred in carrying out this role and present valid records of expenses, with receipts as necessary, on a monthly basis

RELATIONSHIPS

- Work closely with the Wellbeing Services & Office Support Manager
- Foster and maintain good working relationships with relevant authorities, voluntary organisations and other key agencies
- Work with due regard to disability awareness and equality of opportunity

GENERAL

- Comply with the Statement of Responsibilities, as set out in the organisation's Health & Safety Policy
- Comply with the Data Protection Policy and Guidelines for staff and volunteers
- Keep up to date with current trends of service provision, current practice and matters concerning older people by reading, attending courses and conferences etc
- Represent the organisation at meetings, conferences and events where appropriate
- Work alongside colleagues to ensure full compliance with quality standards
- Undertake any other duties as requested by and agreed with your line manager

EQUAL OPPORTUNITY

- Age UK Somerset is committed to work towards equality of opportunity. The post holder will be expected to work within this context

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PERSON SPECIFICATION

Office Services Coordinator

EDUCATION/TRAINING

Essential:

- Good standard of education

Desirable:

- Evidence of self-directed learning in technology or Certificate in Computing/ Information Technology

KNOWLEDGE/EXPERIENCE

Essential:

- Experience of working in an office administration environment, with a sound working knowledge of MS Office
- Previous experience of customer relationship management databases to a reporting level
- Understands the importance of cybersecurity, data protection and safe IT practices

Desirable:

- Previous experience in an Office Services or IT role, with at least a good understanding of office systems and IT infrastructure
- A minimum of one year's relevant experience of providing a high standard of customer care
- Proven track record of working with office systems

SKILLS AND ABILITIES

Essential:

- Demonstrates a natural aptitude for understanding and using technology effectively
- Able to quickly learn and adapt to new digital tools, platforms and office systems
- Able to troubleshoot basic, common technical issues independently and as part of a team
- Shows curiosity and initiative in exploring how technology can improve work processes
- Ability to solve problems
- Able to respond appropriately to requests from operational staff
- Effectively communicate technical information to non-technical users

- Good interpersonal and 'soft' skills and confident in dealing with people
- Ability to accurately gather, analyse, interpret and record information
- Ability to work independently and as part of a team, using initiative and taking responsibility whilst seeking support where appropriate
- Proficient in MS Office with accurate keyboard skills and attention to detail

GENERAL

Essential:

- Commitment to Age UK Somerset's charitable aims and core values
- A flexible and positive approach
- A commitment to continuous improvement
- A commitment to provide an excellent service
- Empathy with the needs of older people
- Access to a reliable, effective broadband internet connection and reasonable workstation if working remotely at home under any hybrid working arrangement

Desirable:

- A current driving licence and access to a motor vehicle with business insurance