

## **Age UK Sunderland (AUKS)**

### **Job Description**

**Post:** General Office Administration Assistant  
**Responsible to:** Finance Manager

#### **Job Purpose:**

To undertake all administrative duties and assist in the smooth running of the General Office.

#### **Main Responsibilities**

- Answer telephone and reception enquiries from the general public.
- Welcoming visitors and using a sign in and out process
- To provide a comprehensive triage service to clients resulting in appropriate signposting/level of service
- Booking of meeting rooms.
- Cash handling, issue of receipts and recording all payments received.
- Ordering of stationery and monitoring stock.
- Filing, photocopying and word processing within the general office as required.
- Stamp and record all incoming mail and despatch to staff members and ensure that all outgoing mail is franked and processed accordingly.
- Be responsible for updating information database/charitylog.
- Administration tasks to support other services
- Maintain and update leaflet displays and monitor stock.
- Setting up rooms for internal and external users
- To abide by all policies and procedures of AUKS, including good awareness of GDPR & AUKS's Health & Safety Policy.
- To undertake all reasonable tasks in keeping within the level of responsibility of the post as requested by your Line Manager or the Director.

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### **Person Specification**

**Post:** General Office Administration Assistant  
**Responsible to:** Finance Manager

#### **Essential Criteria:**

- Good communication skills, both written and verbally.
- Good customer Service Skills
- Ability to work on own initiative
- Word processing/Excel processing and database experience.
- Experience of filing and photocopying.
- Handling cash and banking.
- A need to be self motivated and the ability to work without constant supervision and as part of a team
- Willingness to accept training courses involving the duties of the post.
- An understanding of the needs and aspirations of older people.