

## **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
- Welcome 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 to ensure that all outgoing mail is franked and processed accordingly.
- Be responsible for updating information database/charitylog
- Administration tasks to support other AUKS 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, Safeguarding and AUKS's Health and 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 Chief Executive Officer.

**This post is subject to an enhanced DBS check.**

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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.
- Experience of 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

#### **Desirable Criteria**

- NVQ 2 or above in business administration