

## JOB DESCRIPTION

**Job Title:** Administrator  
**Report to:** Operations Manager  
**Responsible for:** Work Placements, Admin Volunteers  
**Hours of Work:** 37.5 per week Monday to Friday  
**Salary:** £17,550  
**Location:** Boldmere Head Office  
**Contract Type: (i.e. permanent, fixed term etc.)** Permanent

### Job Purpose

Working to the Senior Management Team this is a key operational position which requires a high level of administration skills and experience. You will need excellent organisational skills, strong attention to detail and the ability to show initiative and flexibility in a fast moving operational environment. Will provide a strong administration function that covers a variety of areas across the whole charity with a forward planning and methodical approach to juggling multiple priorities and projects on a daily basis. Will coordinate facilities tasks throughout the year and liaise with tradespeople. We aim to ensure every contact with our customer counts and this role will be the initial point of contact for all customers via telephone, signposting and referring to various services and products offered by the charity. Will prepare and coordinate all Board of Trustees meetings and associated papers.

### Essential Duties/Responsibilities:

1. Greet all customers via phone or in person, ensuring every contact counts and excellent customer service is given, referring to appropriate team, service or product offered by the charity.
2. Organisation of all meetings, including coordinating Board and committee paperwork, putting together agendas and papers, circulating according to schedule and deadlines.
3. Organising meeting rooms including layout and refreshments.
4. Circulation of relevant policies to appropriate manager via meeting cycle to ensure ratification at Board.
5. Maintaining policies and procedures and all forms master across the charity.
6. Update online staff information area quarterly with the updated policies and notify staff accordingly
7. Acknowledge receipt of volunteer applications and liaise with relevant manager throughout application stage obtaining references and DBSs as required.

8. Coordinate facilities tasks and plan yearly actions required across Head Office and other ACB locations as required.
9. Coordinate the weekly tasks for administration volunteers such as reference letters and follow up.
10. Provide administrative support to senior managers as required –including being involved in administrative work for new projects and ventures
11. Manage allocated email mailboxes in conjunction with line manager.
12. Coordinate various projects / tasks on behalf of CEO and Operations Managers as required.
13. Work with team to ensure stationery supplies are maintained and source best prices.
14. To open and distribute incoming post in accordance with ACB guidelines and to deal with outgoing post on a daily basis, franking, sorting and mailing.
15. To assist with the quarterly production of the organisational newsletters using Microsoft Publisher as required.
16. To take responsibility for the petty cash book when required, making sure that up to date petty cash records are maintained in accordance with ACB financial procedures.
17. As required, to maintain all appropriate records, maintaining filing and other systems, in line with organisational procedures.
18. Assist with ACB Trusted Tradesperson scheme administration as required.
19. Conduct research using internet.
20. Ad-hoc charity shop cover.
21. To support line manager in carrying out any other general administrative duties to ensure the smooth running of the charity's administration.
22. To promote a positive image of ACB at all times and to establish a professional and confidential working relationship with all staff.
23. To comply with Health and Safety arrangements within all places of work and to act in accordance with the ACB Health and Safety Policy and Procedures.
24. To work at all times within the Values and Mission Statements and the Diversity and Equality Policy of ACB, together with all other agreed policies and procedures of the organisation, and to ensure that this applies to all other staff and volunteers.
25. Any other tasks dependent on needs of the service.

**Skills & Qualifications:**

**Administrative:**

- Excellent time management and prioritisation skills.
- Organised approach to workload and to be task focussed
- Demonstrable office experience with the ability to deal with multiple task requirements of a busy office.
- Excellent telephone and communication skills, both verbal and written.
- Efficient word processing abilities and skills with working knowledge of databases and spreadsheets.
- Ability to achieve a high standard of accuracy and presentation in all tasks undertaken.
- A knowledge of customer care skills

**General:**

- Ability to work as a member of a team whilst also being able to work on own initiative.
- Ability to express ideas and information accurately.
- Ability to work with a diverse range of tasks, responding to individual requests and administrative needs, whilst always ensuring regular tasks are still completed.
- An understanding of quality issues within an organisation.
- An understanding of what constitutes confidential issues and the ability to apply this appropriately in all circumstances.

**Special Conditions:**

- Disclosure and Barring Service (DBS) check will be undertaken for this role.
- This is a description of the job as it is at present.
- It does not form part of the contract of employment.
- Job Descriptions are regularly reviewed and altered when necessary in conjunction with the post holder.

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*Age Concern Birmingham / Jubilee Citizens UK are committed to Safeguarding:*

*Promoting good practice and prevention of harm and abuse*

*To ensure allegations of abuse or suspicions are dealt with and the person experiencing abuse is supported*

**PERSON SPECIFICATION**

<b>FACTORS</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<p><b>Skills, Knowledge, Abilities</b></p> <ol style="list-style-type: none"> <li>1. In-depth knowledge and use of Microsoft Office package</li> <li>2. Excellent interpersonal skills (communication and listening skills) ensuring every customer contact counts</li> <li>3. Knowledge of meeting planning and coordination</li> <li>4. Ability to complete regular tasks with the conflicting priorities of ad-hoc work</li> <li>5. Excellent organisational and prioritisation skills.</li> <li>6. Good understanding of data protection</li> </ol>	<p style="text-align: center;">*</p>	
<p><b>Previous Experience</b></p> <ol style="list-style-type: none"> <li>7. Working with multiple task requirements in a busy office environment</li> <li>8. Experience of Microsoft Word</li> <li>9. Experience of Microsoft Excel</li> <li>10. Experience of Microsoft Publisher</li> <li>11. Working within charity sector</li> <li>12. Understanding of equality and diversity in the workplace</li> </ol>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p>
<p><b>Qualifications</b></p> <ol style="list-style-type: none"> <li>13. NVQ Level 2 Business Administration or equivalent</li> </ol>		<p style="text-align: center;">*</p>
<p><b>Personal Characteristics</b></p> <ol style="list-style-type: none"> <li>14. Positive attitude towards supporting older people and others in need</li> <li>15. Ability to remain calm under pressure</li> <li>16. Can work alone or as part of a team</li> </ol>	<p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p> <p style="text-align: center;">*</p>	

*Date...May 2021*