

JOB DESCRIPTION

Job Title:	Office Assistant
Report to:	Operations Manager
Hours of Work:	20 hours a week
Salary:	£10,192 per annum
Location:	Birmingham (office based in Boldmere Sutton Coldfield)
Contract Type:	Fixed Term 12 Months

Job Purpose
To undertake a variety of office support tasks within a local independent charity in a fast paced office environment.
A support role to assist with all general administrative tasks across Jubilee Citizens UK. Working to high standards at all times, with the ability to multi-task as will be dealing with varying requests for support.

Essential Duties/Responsibilities:
<ul style="list-style-type: none"> • To support administration function across a number of tasks • To answer incoming calls to charity and signpost to correct team or service, with a focus on excellent customer service • Creating, completing and maintaining spreadsheets • Electronic diary management • Photocopying, scanning and filing of documents and files • To maintain stock supplies through regular monitoring
Skills & Qualifications:
<ul style="list-style-type: none"> • Highly proficient in office skills • Attention to detail • Able to liaise with staff at all levels • Excellent customer service • Skilled across Microsoft Office package • Team player • Proficient in a fast paced working environment. • A pro-active and can-do attitude, even when working under pressure

Special Conditions:
<ul style="list-style-type: none"> • 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

FACTORS	ESSENTIAL	DESIRABLE
<p>Skills, Knowledge, Abilities</p> <ol style="list-style-type: none"> 1. Understanding of Equal Opportunities and Diversity in service delivery 2. Excellent interpersonal skills (communication, listening skills) 3. Ability to plan, run and lead on tasks and activities. 	<p>*</p> <p>*</p> <p>*</p>	
<p>Previous Experience</p> <ol style="list-style-type: none"> 4. Previous experience of working across a variety of tasks, whilst prioritising and meeting required deadlines 	<p>*</p>	
<p>Experience and Qualifications</p> <ol style="list-style-type: none"> 5. Fully conversant with MS office packages 6. Good IT Skills 	<p>*</p> <p>*</p>	
<p>Personal Characteristics</p> <ol style="list-style-type: none"> 7. Commitment to the role 8. Positive attitude towards work and development 9. Attention to detail 	<p>*</p> <p>*</p> <p>*</p>	

April 22

