

JOB DESCRIPTION

POST OF : **ADMINISTRATOR**

SALARY : **GRADE 5 - £26,071- £28,974**

RESPONSIBLE TO : **HEAD OF ADMINISTRATION**

1. GENERAL RESPONSIBILITIES

- 1.1 The Administrator will provide an effective and efficient front line service to the Association's customers.
- 1.2 The Administrator will provide an effective and efficient Administration services, to all sections of the organisation
- 1.3 The Administrator will provide and effective and efficient clerical support to the Finance and Administration Section.

2. SPECIFIC DUTIES

2.1 Reception/Customer Services Duties

- 2.1.1 Deal with routine customer queries, by phone and in person and pass to the correct member of staff.
- 2.1.2 Deputise for reception staff when required.

2.2 Telephone Duties

- 2.2.1 Answering the Association's phone system and dealing with routine enquiries.
- 2.2.2 Ensuring routine enquiries are referred to the appropriate section as quickly as possible.
- 2.2.3 Ensuring that messages are passed to the appropriate person timeously.
- 2.2.4 Monitor and update our 3cx telephone system.

2.3 Committee/Governance

- 2.3.1 Type Committee minutes, reports etc. and ensure mailed or uploaded to committee portal, within appropriate timescales and hand deliver if required.
- 2.3.2 Maintain Committee Attendance records.
- 2.3.3 Assist Office Manager in updating appropriate Registers.
- 2.3.4 Attend and minute take at meetings, including evening meetings, as required.
- 2.3.5 Ensure meeting rooms are prepared for meetings and are left clear and tidy for meetings and stocked with appropriate equipment.

2.4 Administration

- 2.5.1 Typing letters, reports, tables etc. using Microsoft Office Professional suite, within set deadlines.
- 2.4.1 Photocopying and filing when required.
- 2.4.2 Receive and receipt payments when received in office.
- 2.4.3 Input data into appropriate systems as required.
- 2.4.4 Deputise for Receptionist in their absence.
- 2.4.5 Assist the Finance Manager with GDPR and FOI Administration.
- 2.4.6 Prepare mail for collection
- 2.4.7 Assist in large mail runs.
- 2.4.8 Log and circulate mail received.

2.5 Miscellaneous

- 2.5.1 To abide by the Association's Complaints Policy, GDPR and other relevant policies as appropriate.
- 2.5.2 To attend meetings out with normal working hours, as and when required

- 2.5.3 Any other duty as reasonably requested by your line manager and undertake any other duties subsequently allocated by the Association's management
- 2.5.4 The duties of the role may be reviewed and modified in line with changes in the role.