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**Job Description**

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| **Role**  **Responsible to** | Office Administrator  Office Manager |
| **Department** | Administration |

**1. Main Objective of the post**

1.1 This is a crucial role to provide essential support to our office operations by working with the Office Manager

**2. Accountability**

2.1 To the Office Manager on a day-to-day basis and ultimately, through the Chief Executive, to the Board of Directors.

**3. Main Duties**

3.1 To provide administrative support to the, Welfare Rights and Training teams.

3.2 Performing data entry tasks including updating records and data bases for Welfare Rights and Training Team

3.3 Dealing with and directing incoming telephone calls.

3.4 Dealing with and directing emails

3.5 Liasing with Training Clients, scheduling dates for training delivery, Training Diary management and liaising with Trainers to ensure smooth running of department.

3.6 Sending internal and external emails.

3.7 Photocopying and hardcopy filing as required for each team being supported.

3.8 All round office skills.

3.9 Reception duties – as the first point of contact, greeting visitors, with a polite, professional and friendly manner.

3.10 Supporting the Office Manager in the organisation of/set up of meeting rooms as required.

**General**

3.11 Maintaining a high level of confidentially at all times and complying with data protection legislation.

3.12 Participating in the organisation’s Annual Appraisal and regular Support and Supervision process.

**Health & Safety**

3.13 Ensuring high standards of health & safety are maintained by adhering to the organisation’s Health & Safety policy at all times.

**Other**

3.14 Any other relevant duties as required.

* Proficiency in Microsoft Office Suite.
* Strong administration skill including minute taking.
* Excellent attention to detail.
* Multitasking and time management skills, with the ability to prioritise tasks.
* Excellent oral and written communication skills with the ability to communicate effectively at all levels and the ability to respond to difficult situations.
* Excellent organisational skills with the ability to manage own workload independently

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**Office Administrator**

**Person Specification**

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| **Personal Attributes** | **Essential** | **Desirable** |
| Qualifications  * Relevant administrative qualifications or equivalent skills through ongoing professional/personal development | \* |  |
| Knowledge and Experience  * Relevant experience of general administration work * Proven track record in working on own initiative and as part of a team * Relevant experience of working in the voluntary sector * Practical experience in researching information | \*  \* | \*  \* |
| Skills & Qualities  * Sound I.T. skills including Outlook and Word * Working knowledge of spreadsheets and data bases including Access * Working knowledge of Powerpoint * Excellent communication skills * Good organisations skills * Ability to work in partnership with people living with epilepsy | \*  \*  \*  \*  \*  \* |  |
| Other  * Ability to work to clear deadlines * Ability to organise and prioritise workload | \*  \* |  |