



JOB DESCRIPTION

OFFICE ADMINISTRATOR

POST TITLE: Office Administrator

SALARY: Up to £17.5k per annum

HOURS: Full-time/ 39.5 hours per week Mon-Fri

LOCATION: 12 City West Business Park, St Johns Road, Meadowfield, Durham, DH7 8ER

ORGANISATIONAL RELATIONSHIPS:

The post holder will be accountable to the Registered Manager.

DESCRIPTION OF ROLE:

To play a *proactive* role as a team member in providing administrative and communicative support to the organisation.
Postholder to be key in file and office housekeeping.

CONTEXT OF THE POST:

This post is based within the Administration Team, supporting the needs of Senior Administration.

KEY RESULT AREAS:

General:

1. To operate word processing/ I.T. equipment to produce documents, reports, letters, presentations/ training packs etc. from copy, dictation and audio transcriptions.
2. To operate electronic systems such as “Charms”.
3. Touch type documents as requested.
4. To ensure documents are produced accurately and in the correct format.
5. Facilitate meetings, training, events, support groups.
6. Support maintenance of various Excel databases.
7. Send and receive e-mails, faxes and mail on behalf of the organisation in line with procedures.
8. Make and receive telephone calls.
9. Undertake scanning and photocopying tasks.
10. Regular filing, inc. electronic and paper-based systems.
11. Research prepare and supply information as required.
12. Minute and Note taking of meetings.
13. Responsive feedback and communication – internally and externally.
14. Support projects and general administration tasks as required by management.
15. Opening and closing offices as per procedures (key holder and alarm fob holder).

16. Local authority liaison regarding foster care placements and prospective placements of young people. This includes taking initial referral information to be passed immediately to management.
17. Monitor stationery, ink and filing cabinet levels and be proactive to ensure levels do not run too low.
18. Liaise with suppliers.
19. Place stationery/ ink orders.
20. Petty cash handling and record keeping in line with procedures.
21. Access to and use of stamps on behalf of Orchard Care's business. Maintenance of stamp records.
22. Liaise with I.T. Support Service to ensure minimal disruption when I.T. problem.
23. Divert and un-divert office telephones in line with procedures.
24. Keep Registered Manager informed of work in progress and inform the Director immediately of any child protection matter or serious complaint.
25. To maintain strict confidentiality in relation to the work undertaken and ensure that all confidential material is stored according to policies and procedures.
26. To be aware of and adhere to policies and procedures, which are appropriate to the position.
27. Undertake additional specific tasks, as directed by your Manager or Director.

Training:

28. Co-ordination of administration and preparation for forthcoming training events.
29. Maintain accurate and up to date training and development records.
30. Close liaison and teamwork with training facilitators and advisors.

31. Attend relevant training sessions and put own training into practice.

Advertising:

32. Assist with design and creation of leaflets, advertising publications, information and guidance packs etc.

Customer Care:

33. Provide a welcoming, friendly environment.

34. Meet and greet visitors/ customers and contribute to making of refreshments.

35. Recognise internal and external customers and understand their different needs.

36. Work to deadlines and respond in a flexible way to the changing demands of Orchard Care's work, including ensuring that customers are responded to promptly and professionally.

37. Log messages. Pass messages on effectively and efficiently with full contact details made available.

38. Proactively assist with daily 'housekeeping' in the office.

Organisation:

39. Effectively use electronic diary systems and databases.

40. Implement organised self management strategies to co-ordinate and prioritise workload to ensure deadlines are met.

41. Attend and participate in team meetings, training courses, supervision sessions and appraisals punctually and well prepared, as appropriate and when required.

Health & Safety:

- 42. Appointed First Aider or equivalent.
- 43. Fire safety duties regarding: - fire alarm testing as and when required by management (following appropriate training).

Team Work:

- 44. Close supportive partnership with immediate Admin Team Members and Management.
- 45. Share knowledge and good practice with colleagues.
- 46. Maintain a tidy but workable office environment.

COMMON DUTIES AND RESPONSIBILITIES**Quality**

Apply and maintain standard working procedures and make suggestions for continuous improvement.

Equality and Diversity

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we are developing policies, which will seek to remove any barriers to equality of opportunity and to eliminate unfair and unlawful discrimination.

Confidentiality

The post holder is required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

CONDITIONS OF SERVICE

- 1. The salary will be paid monthly by bank credit transfer.

2. The appointment will be subject to:
 - i) Criminal Records Bureau Disclosure check.
 - ii) Satisfactory medical clearance.
 - iii) Satisfactory references.
 - iv) Successful completion of a 6 months probationary period unless an exception is made to this.
3. Mileage will be paid at a rate of 40 pence per mile.
4. You will receive a paid (pro-rata) holiday entitlement of a minimum 20 working days, plus Bank Holidays, during a complete holiday year.
5. You have a right to join a trade union.

NOTES

1. Candidates related to any member of the Orchard Care North East or to the holder of any senior post must make a declaration to that effect.
2. Please note that receipt of your completed application form will not be acknowledged.
4. If you are not invited for interviews within 30 days of the closing date for receipt of applications, you may assume that you have been unsuccessful and that the post has been filled.