

JOB DESCRIPTION

Office Administrator (Grade 4)

Purpose:

To provide administrative support to Guild staff to ensure smooth running and efficient delivery across all office-based functions.

To provide efficient and effective administrative support to the Board of Trustees

Responsible to

The Administrator is responsible to the Head of Finance and Operations (HFO)

KEY TASKS:

- Manage and develop the office administrative systems including: computers, telephones, copiers, and other office facilities and equipment, and provide guidance on these systems
- Plan, organise, and where appropriate deliver the practical arrangements for Guild events and activities within and outside Riverside Mill
- Provide administrative support for staff recruitment, personnel management and training
- Support the Executive Director in managing the Trustee recruitment and induction process, and in the administration of board meetings, including taking minutes
- Maintain the Guild stakeholder database generating reports for use in mail-outs and data analysis
- Support the maintenance of the Guild archive (physical and digital) and be responsible for regular back-up procedures
- Together with the HFO ensure the routine upkeep and maintenance of the building including the management of waste and recycling, advising the HFO on developing issues as necessary
- Support the administration of the Health and Safety and Environmental policies, taking responsibility for the Office domain
- Order stationery and other consumables for the office, shop and café, researching suppliers to maintain value for money
- Deal effectively with public enquiries about the Guild providing clear, concise information on its purpose and functions
- Manage incoming mail and organise the dispatch of outgoing mail and goods in accordance with instructions from staff
- Responsible for regular postal mail-outs, collating information, meeting deadlines and organising volunteers

- Deliver work within budget and agreed targets
- Operate in accordance with the Guild’s employment, Health and Safety, equal opportunities and other legal requirements, and its practices, policies and procedures
- Carry out any other duties commensurate with the job role.

Competencies

The Devon Guild operates a competency based appraisal process. The competencies associated with Grade 4: Office Administrator

Team Working
<ul style="list-style-type: none"> • Willingly provides cover so workload is evenly distributed, willingly helps out other people, participates and contributes ideas for the team • Willingly shares knowledge within the team, listens to the views of others, shows enthusiasm for the team and is a team player • Understands, focuses and delivers on team objectives / customer goals, pulls own weight • Demonstrates willingness to work with others to achieve own business priorities and takes on clearly defined responsibility for team effectiveness when requested and supported
Communication
<ul style="list-style-type: none"> • Communicates both inside and outside own team / section, and is concerned with gaining, providing or exchanging straightforward information • Written communication is clear and concise. Able to liaise effectively with other staff to resolve non-complex issues • Displays courtesy and tact with both colleagues and customers
Thinking and Decision taking
<ul style="list-style-type: none"> • Is able to identify key issues within the context of the normal work environment. Questions critically to establish all the facts and information to inform judgments. Generates workable options / solutions using judgment to decide on their best course of action • Identifies implications and consequences of decisions. Accepts accountability for actions • Active and willing contributor to the decision making process. Works within objectives and targets and makes a valuable contribution to objective setting process
Focusing on Delivery
<ul style="list-style-type: none"> • Prioritises non-routine tasks and is able to cope with unexpected changes to routine • Able to plan and implement projects • Plans ahead, breaks down agreed objectives into manageable tasks and sets timescales, uses tools to help planning and organising • Remains calm and thinks clearly under pressure. Monitors and adjusts priorities • Provides accurate, quality results first time. Seeks clarification of targets to achieve results, is able to co-ordinate activities and resolve problems. Copes well with the unexpected • Seeks and acts upon feedback from colleagues

Customer Focus
<ul style="list-style-type: none"> • Regularly adapts way in which a job is performed to the circumstances and needs of the customer. Digs beneath the surface to find out what the real needs of the customer are • Views everything we do through the eyes of the customer, seeks feedback and makes changes based on customer input and perception • Continually acts to improve customer service and satisfaction, and give consistent service
Financial and Sector awareness
<ul style="list-style-type: none"> • Produces accurate and timely reports for Managers and Senior Management team and is aware of financial aspects of external environment • Considers budget implications or cost / benefit in making decisions • Recognises need for fundraising across organisation and willingly commits to helping to secure resources
Learning and Improving
<ul style="list-style-type: none"> • Has a range of job related skills or technical knowledge which are regularly called on • Seeks out better ways of doing things – recommends improvements in team operations • Takes heed of feedback to review working practices • Demonstrates interest in the whole organisation and the wider sector - looks beyond own role