

Glendale Gateway Trust

**JOB DESCRIPTION**

<b>Post Title:</b> Administration Assistant	
<b>Salary:</b>	
<b>Responsible to:</b> CEO	<b>Date:</b>
<b>Job Purpose:</b> Administration and support tasks assisting in facilitating the operation of the Cheviot Centre including providing reception services and general office duties in support of the Trust's services and projects.	
<b>Job Context:</b> The Cheviot Centre is the Trust's home and administrative base. It provides an important source of income and hosts a range of events each week.	
Finance	The postholder may be required to process orders, invoices, petty cash or card payments.
Physical environment	Offices and meeting rooms. Regular use of PC and other office equipment. Handling and processing information. Ordering and stock control.
Customers	The postholder will be required to work with internal and external service customers.
<p><b>Duties and key result areas:</b> Undertaken individually or as part of a team, these are examples of some of the duties that may be expected to be undertaken by the post holder. The actual duties may vary depending on the requirements of the role.</p> <ol style="list-style-type: none"> <li>1. Support the operation of the Cheviot Centre through dealing with clients by email and phone.</li> <li>2. Assist in preparing meeting rooms ensuring furniture and refreshments are available as booked.</li> <li>3. Assist colleagues in implementing agreed Health &amp; Safety systems.</li> <li>4. Receive telephone calls and visitors, take messages and answer enquiries.</li> <li>5. Provide a high quality of customer service.</li> <li>6. Provide general office services such as photocopying, printing, collation, filing and laminating.</li> <li>7. Prepare a range of documents using Microsoft packages to an agreed standard.</li> <li>8. Assist colleagues in the production and display of promotional materials including the development of content.</li> <li>9. Operate general office equipment.</li> <li>10. Deal with incoming and outgoing post.</li> <li>11. Attend meetings and take minutes as required.</li> <li>12. Support Project staff in the administration of all Trust activities.</li> <li>13. Provide library and TIC cover.</li> <li>14. Provide support for the food bank.</li> <li>15. Other duties appropriate to the level, nature and grade of the post. In the absence of colleagues take responsibility for delegated and extra tasks and have the flexibility to work extra to the needs of the Trust, which would include holiday/sickness cover and evening/weekend events</li> </ol>	

**Work Arrangements**

Physical requirements:

Activities mainly undertaken in a seated position, but the role does involve some walking, bending and stretching and an occasional need to lift or carry. There is a need to move furniture and set up meeting rooms.

Working patterns:

14 hours per week. Some limited need to work flexibly before or after normal working hours to meet customer needs.

Working conditions:

Minimal exposure to disagreeable or unpleasant conditions. A small proportion of the Trust's customers can be of advanced age, confused or present challenging behaviours.

Glendale Gateway Trust  
**PERSON SPECIFICATION**

POST: Administration Assistant		Ref:
Essential	Desirable	Assess by
<b>Qualifications and Knowledge</b>		
<ul style="list-style-type: none"> <li>• GCSE Grade C (or equivalent) Maths and English</li> </ul>	<ul style="list-style-type: none"> <li>• GCSEs (or equivalent) including ITC</li> <li>• A levels / NVQ / Higher level qualifications.</li> <li>• Qualifications in Administration</li> <li>• ECDL</li> </ul>	A
<b>Experience</b>		
<ul style="list-style-type: none"> <li>• Experience of working as part of a team</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an office environment</li> <li>• Experience of working in a customer service environment</li> </ul>	A
<b>Skills and competencies</b>		
<ul style="list-style-type: none"> <li>• Good verbal and written communication skills.</li> <li>• Good numeracy and literacy skills.</li> <li>• Basic knowledge of word processing, spreadsheets and email.</li> <li>• Able to follow instructions and procedures guidance.</li> <li>• Ability to plan and organise daily work routines.</li> <li>• Adaptable and able to deal with changing priorities.</li> <li>• Supportive and effective team player.</li> <li>• Ability to engage with service users and members of the public.</li> <li>• Able to type and set out an e-mail or Word document quickly and accurately.</li> <li>• Ability to deal with routine and non-routine enquiries as first point of contact.</li> </ul>		A, I, R, T
<b>Physical, mental and emotional demands</b>		
<ul style="list-style-type: none"> <li>• Able to normally work in a seated position with some standing, walking, stretching or lifting.</li> <li>• Regular periods of concentrated mental attention with some pressure from deadlines, interruptions and conflicting demands.</li> <li>• Able to move furniture and prepare meeting rooms to meet customer bookings.</li> </ul>		I
<b>Motivation</b>		
<ul style="list-style-type: none"> <li>• Reliable and keeps good time.</li> <li>• Ability to work flexible hours on occasions.</li> <li>• Demonstrates integrity and upholds values and principles.</li> <li>• Promotes equal opportunities and diversity in all aspects of work.</li> <li>• Appropriately follows instructions to achieve set objectives.</li> <li>• Adapts to change by adopting a flexible and cooperative attitude.</li> </ul>	<ul style="list-style-type: none"> <li>• Desire to undertake personal professional development.</li> </ul>	I, R

*Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits*