

Job Description

POST:	Office Administrator
HOURS:	Full time
RESPONSIBLE TO:	Centre Manager
AIMS:	To provide general office administration, secretarial support for the board, centre manager, and team, and to manage the office environment in such a way as to ensure smooth seamless service delivery.

DUTIES

- 1. Board and Centre Manager Support**
 - 1.1 Prepare board papers and minute board meetings.
 - 1.2 Provide secretarial support for the Centre Manager.

- 2. Telephone work and Enquiries**
 - 2.1 To answer the telephone using initiative and discretion.
 - 2.2 To respond to enquiries for information by post and e-mail.
 - 2.3 To book appointments.
 - 2.4 To input data on the computer as required.

- 3. Co-ordination of office processes**
 - 3.1 Monitor the assessment report production process.
 - 3.2 Sort and distribute post.
 - 3.3 Photocopying and data collation.
 - 3.4 Produce memos and letters as required.
 - 3.5 To liaise with relevant external bodies by telephone and e-mail.
 - 3.6 Stock and stationery control.

4. Maintain financial information

- 4.1 Issuing invoices.
- 4.2 Processing and recording payments.
- 4.3 Credit control.
- 4.4 Petty cash.

5. Volunteer support

- 5.1 Help identify tasks that volunteers can carry out to assist the work of the service.
- 5.2 Work with individual volunteers on specific tasks.

6. General

- 6.1 To liaise with other staff as appropriate to ensure the smooth running of the organization.
- 6.2 To undertake training as agreed with the Centre Manager.
- 6.3 To undertake publicity by providing leaflets and verbal information about Driving and Mobility, West of England, to potential service users and interested parties.
- 6.4 To ensure that the service is run in a way which is consistent with the declared aims and policies of the organisation.
- 6.5 To carry out such other tasks as may be mutually agreed from time to time with the Line Manager and which are commensurate with the grade of the post.

The Board reserves the right to review the specific duties of the post and to reallocate duties after reasonable consultation.

Driving and Mobility Centre

West of England

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Fishponds
BRISTOL
BS16 2QQ

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www.drivingandmobility.org

Person Specification: **Post: Office Administrator**

	Essential	Desirable
Qualifications	GCSE or equivalent A – C in Maths and English	
Knowledge	Knowledge and understanding of office information systems	
	Proven ability to use IT systems, e.g. Outlook Email, Microsoft Word, Excel, and Access	
	Understanding of Equal Opportunities issues	
Experience	Working as part of a team	
	Working on your own initiative	
	Office administration: minimum 4 years' experience in an office environment	Office administration: 5+ years' experience in office environment
	Experience in the use of Window's-based computer systems including word processing	
		Working with disabled people of all ages
Skills	Able to communicate effectively at all levels, strong interpersonal skills	
	Accuracy and attention to detail	
	Ability to remain calm under pressure	