

# Driving and Mobility Centre

West of England

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## Office Administrator - Job Description

The Driving and Mobility Centre (West of England) is looking to recruit an Office Administrator to support the Administration team in clerical duties and the smooth running of the office. The recruit will primarily be required to assist with enquiries and data entry but may also be asked to contribute to other areas of the service such as finance, health & safety, statistics, and customer feedback. They will receive full training and supervision.

The ideal candidate will possess strong initiative and organisational skills and will be interested in how their role fits with the bigger picture of disability and driving in the UK.

**Answers to:** Lead Office Administrator

**Contract:** Fixed term 1 year.

**Hours:** 25 hours/week (weekdays only) or 3 + ½ days.

**Duties:**

- Handle referrals and applications via post and email and enter data on our digital information systems (Microsoft Dynamics 365, Microsoft Teams and File Explorer).
- Answer enquiries via telephone and email.
- Any other duties as required by the Lead Office Administrator.

**Outcomes:**

- Develop customer service skills.
- Gain skills in liaising with stakeholders of Driving Mobility including clients and carers, DVLA, Motability and healthcare professionals.
- Work as part of a multi-disciplinary team.
- Utilise a complex information system.
- Develop knowledge of handling personal data.
- Develop basic knowledge of how medical conditions affect driving.
- Develop basic knowledge of driving adaptations.

## Person Specification

### Essential

GCSE or equivalent in English Language at minimum grade C or proven experience of communicating effectively in a professional environment.

Interest in working in administration, mobility services, healthcare services or driving.

Effective organisational skills with the ability to self-manage and collaboratively manage a shared workload.

Ability to effectively communicate within a multi-disciplinary team.

Proficiency in Microsoft Office applications including Word, Excel and Outlook with willingness to learn new applications as required.

Min. 1 year of experience in customer service.

### Desirable

Experience in data handling.

Experience using Microsoft Teams or a similar application.

Experience using Microsoft Dynamics 365 or a similar application.