

Driving and Mobility Centre

West of England

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www.drivingandmobility.org

Office Administrator - Job Description	
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, booking 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.	
Answers to:	Lead Office Administrator
Contract:	Part-time
Hours:	30 hours per week – 4 days
Duties:	<ul style="list-style-type: none"> • Handle referrals and applications via post and email and enter data on our digital information systems (Microsoft Dynamics 365, Microsoft Teams and File Explorer). • Book and amend appointments and send correspondence. • Answer enquiries via telephone and email. • Any other duties as required by the Lead Office Administrator.
Outcomes:	<ul style="list-style-type: none"> • 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.
Minimum 1 year of experience in customer service.
Desirable
Experience in data handling.
Previous administration experience in clinical setting or mobility Centre.
Experience using Microsoft Teams or a similar application.
Experience using Microsoft Dynamics 365 or a similar application.