



# Role profile

## Administration

- Create and maintain filing systems in accordance with the organisation's systems and procedures
- Maintain all staff and volunteer personnel records, including training records, in electronic and paper format
- Help create and distribute promotional material
- Update reference materials
- Display and maintain stock of leaflets and posters throughout the organisation as well as stationery supplies.

## Correspondence

- Use of photocopier, fax and other machines as appropriate.
- Answer the telephone, refer calls or take messages.
- Maintain and organise diary's and work records.
- Produce information from spreadsheets and database.
- Word process letters, documents and reports as required.

## Meetings and events

- Arrange internal and external meetings and events
- Book meeting rooms and arrange refreshments as necessary
- Circulate meeting papers, attend and take notes of the meeting
- Help promote events and organise bookings.

## Reception

- Receive and welcome non-client visitors
- Cover client receptions duties as necessary.



# Person specification

## Essential Criteria

- Ability to write clearly and accurately, communicate effectively face to face and on the phone.
- Ability to systematically manage a varied workload, prioritise and meet deadlines under pressure.

- Ability to maintain efficient administration systems with attention to detail and demonstrable ability to maintain accurate, up to date records
- Numeracy skills and the ability to work within established financial systems.
- Ability to take a brief, ensure the task is understood and then work independently.



## **Skills/Experience gained**

### **Experience gained**

- Microsoft programs specialising in excel
- Abode programs
- Communication and teamworking skills.