



Job Description

JOB TITLE:	Senior Administration Officer
HOURS:	36 hours per week
	Monday to Thursday - 8.30am to 4.15pm, Friday 8.30am to
	4.00pm (includes 30-minute break)
Salary:	£26,226 pa
Reporting to:	CEO and Deputy CEO
Line Manager:	Deputy CEO
Training:	Comprehensive in-house training is provided, as is continued ongoing developmental support

PURPOSE OF JOB

The successful applicant will work directly for our senior management team, providing a variety of administration duties to support the Organisation's continued growth as one of the most respected charitable organisations in Bedfordshire. We are totally committed to the health and wellbeing of others and work closely with both Bedford Borough Council, Central Bedfordshire Council and other local charitable and not for profit organisations.

A good knowledge of MS Excel and Word are essential, as data management analysis and reporting will form an important element of the role.

The first few weeks you will have a full induction into the organisation, as well as being trained and learning on the job. Some training will be online although in the main you will work with colleagues in every department to gain a good understanding of who we are and what we are about.

Not only will you be working closely with the senior management team, but also enjoy the support and experience of colleagues.

MAIN TASKS:

- A. To communicate with our team of internal and external employees, to ensure our high standards of service are maintained.
- B. Talk to clients as required, to ascertain their needs and wishes, and look to fulfil these in the context of the parameters of the department.
- C. Supervise our small team of Handy People and manage the Warmer Homes scheme.
- D. Under the guidance of the SMT undertake correspondence with all partners using MS Word, email and text messaging.
- E. Identify the need for recruitment in liaison with supervisors and assist with the recruitment and training of new team members.
- F. To attend and take part in regular team and staff meetings.



- G. To take a prime role in the facilitation of the Annual Ageing Well Exhibition that takes place in Bedford each year, which is funded by Bedford Borough Council [BBC].
- H. To work with both the CEO and Deputy CEO to report on facts and trends derived from data analysis, and to create comprehensive reports. Training will be provided, with the expectation that you possess a solid working knowledge of MS Excel.
- I. To maintain a friendly yet professional demeanour when communicating with both internal and external partners.
- J. To ensure that all colleagues are treated in a fair and respectful manner.
- K. To provide confidential administrative support to the Chief Executive Officer.

Person Specification

ESSENTIAL	DESIRABLE
Be well organised and dedicated to providing the highest level of service to both clients and colleagues.	Experience and understanding of older people, through employment, voluntary work or personal experience.
Computer literate with a sound working knowledge of MS Word and MS Excel.	To have occasional access to a vehicle and own a full UK driver's licence.
To effectively manage multiple tasks while maintaining a positive and cheerful demeanour.	GCSE O Level in C grade or above in Maths and English or equivalent.
Enthusiastic, supportive and caring approach to staff and customers.	Have a good understanding of social media.
Commitment to the principles of high customer service.	Have experience working in a dynamic office environment, interacting with customers and colleagues whilst enjoying the buzz.
Strong communication skills both in person and over the telephone and to be able to communicate clearly.	Lead by example and inspire others to follow your lead.
A strong commitment to accuracy and a willingness to go above and beyond.	

Final revision 181124sp

