

Age UK Bournemouth, Poole & East Dorset

Job Description

POST TITLE:	General Administrator
SALARY SCALE:	£9,033 per annum (actual) based on £11.55 per hour
HOURS:	15 hours a week; 5 hours a day on Mondays, Tuesdays and Thursdays.
RESPONSIBLE TO:	Business Support Manager, Chief Operating Officer and ultimately the Chief Executive and Executive Committee of Age UK Bournemouth, Poole & East Dorset
BASED:	700 Wimborne Road, Winton BH9 2EG
PURPOSE	To undertake general administration duties with the charity.

1) Main Tasks

To do monthly stock take of Help @ Home Service, Foot Care Service, Clinic Foot Care Service and Office and report back to the Business Support Manager.

Check the deliveries and put away or distribute stock.

Keep all stock cupboards and sheds tidy and organised.

Create new ID cards, check expiry dates and reissue to current staff & volunteers.

Make Business Cards.

Keep supplier contacts up to date.

Keep staff and contact databases up to date.

Gift aid data entry and filing.

Organise and keep records of fire extinguisher maintenance to ensure they are checked yearly.

On a monthly basis check all smoke alarms and record.

Ensure first aid kits are up to date in the office and with community staff.

Ensure air conditioning units are serviced annually.

Ensure security alarms are serviced annually.

Book other maintenance visits as required or instructed.

Low level maintenance of office equipment e.g. oiling the shredder, cleaning laminator, cleaning photocopier lasers, franking machine etc.

Update notice boards with current information.

Produce thank you letters for donations and in memorial.

Be responsible for all with the enquires inbox and putting them on CL for the relevant department (and uploading original email).

Provide reception cover for holidays and sickness.

In conjunction with receptionists, deal with the messages from telephone system, as and when required.

Undertake general admin tasks from CEO and managers.

Be the first point of contact for issues relating to the photocopier or printers.

Ensure that all areas are stocked with supplies in both offices (toilet roll, tea, coffee sugar, paper towels, leaflets in reception, envelopes, copier paper, etc.)

Comply with all Age UK Bournemouth, Poole, and East Dorset policies and procedures.

The job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to the duties which may have to be varied (after discussion with the post holder) subject to the needs of the organisation, and in keeping with the general profile of the post.

Person Specification

General Administrator

	Essential	Desirable	Evidenced by
Previous experience of working with older people		x	Application/interview/references
Experience of working with people with dementia		x	Application/interview/references
Excellent oral and communication skills	x		Application/interview/references
Good computer skills/ email/internet etc	x		Application/interview/references
Ability to work alone or as part of a team	x		Application/interview/references
Ability to show empathy with older people and to adapt communication to the needs of the client	x		Application/interview/references
Ability to keep clear and concise written records	x		Application/interview/references
Flexibility	x		Application/interview/references
Good time keeping	x		Application/interview/references
Reliable & honest	x		Application/interview/references
Ability to keep confidentiality	x		Application/interview/references
Willingness to undertake training	x		Application/interview/references
Understanding the needs of older people	x		Application/interview/references
Experience of working in a busy office	x		Application/interview/references
Ability to deal with a number of on-going enquiries at any one time	x		Application/interview/references