

Main details

Job Title	Office Administration Assistant
Department/Discipline	Administration
Place of work	5 The Triangle, Wildwood Drive, Worcester WR5 2QX
Line Manager	Ruth Russell

Purpose/Role

To provide general administrative support to the Administration and Marketing Teams to help ensure that all aspects of the administrative functions are operating to the highest level, ensuring the smooth and efficient running of a proactive, robust, friendly and effective administration team.

Key Activities and Responsibilities

- **Provide general administrative support to the Administration Team – duties include:**
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 - Answering all telephone calls into the business.
 - Greeting visitors on arrival.
 - Ensuring kitchen areas are kept clean and tidy with refreshments replenished as needed.
 - Distributing post in and out, including any incoming deliveries.
 - Servicing meetings including providing refreshments and setting up of the meeting rooms.
 - Maintaining all stationery and refreshment supplies for the studio.
 - Making travel arrangements for staff i.e., booking of train tickets, hiring of cars, flights, and hotel arrangements.
 - Booking of all buffet requirements for meetings/training needs.
 - Raising purchase orders.
 - Ensuring timesheets are accurately completed and submitted on time.
 - Initial creation and closure forms of projects.
 - Provide support with updating the company's information contained on portals.
 - Completion of supplier questionnaires as and when necessary.
 - Typing of general documents/notes.
 - Maintain the holiday planner/bookings and obtaining/checking authorisation.
 - Attending ad hoc meetings to take minutes/notes as required by project staff/exec team
- **Provide general Marketing support to the Marketing & Business Development Team:**
 - Assisting with the maintenance of the contact database/CRM system.
 - Helping to update the website with project details, news items, imagery, staff photos, etc.
 - Assisting with any support requirements for events/exhibitions.
 - Sourcing of marketing merchandise/collateral.
 - Assisting with the planning of award entries, to include scheduling and booking of tickets for award ceremonies.
 - Taking photos when requested by the Marketing team.
 - Typing of general documents/notes.
- **General Office Support**
 - Assisting with the maintenance of the contacts database.
 - Provide general support with the preparation of materials and documentation
 - Provide general administrative support to the Directors as reasonable required
 - Provide general administrative support to the Studio as reasonable required



Job Description and Person Specification

• **Generic responsibilities and expected standards**

- Maintain a high standard of customer service and care within your area of responsibility.
- Adherence to all company policies and procedures.
- Ensure all work produced is of a high-quality standard and adherence to standards laid down in company procedures or as directed by your line manager.
- Ensure that health and safety standards are maintained at all times, including following safe working practices.
- Employees have a legal duty that gives them responsibility, as far as is reasonably practicable to ensure they do not endanger themselves or anyone else by their acts or omissions.
- To cooperate with the company on health and safety matters and not interfere with or misuse anything provided for health, safety and welfare purposes.
- Keep areas of work clean and tidy.
- Ensure that any equipment supplied for the purpose of your work is maintained and any defects are reported.
- All employees have a responsibility to carry out their work with due regard for the environment. The company environmental policy procedures relevant to your area must be followed.

SUMMARY

The details outlined in this job description reflect the content of the post at the date the job description was prepared. It is inevitable that over time the nature of employees' jobs will change, existing duties may be lost, and other duties gained without changing the general character of the work or level of responsibility entailed.

It is intended that this job description will be revised from time to time in discussion with the post holder. In addition, you may be expected to perform other duties commensurate with this position or as required to assist the business needs. Any additional tasks will be kept within your abilities and skills range, and training will be provided if necessary. Such agreement should not be unreasonably withheld.

Please refer to the Person Specification at page 2 for detailed skills and experience required for this position.

Review of Job Description

This job description outlines current duties and responsibilities, which is subject to review and amendment in the light of developing or changing services and as part of the annual Individual Performance Review.

Confirmation of Agreement

It is agreed that the duties and responsibilities identified above accurately reflect those required of the post holder.

Signed:
Employee

Name of Director:

Signed:

Dated:

Job Description and Person Specification

Person specification	Essential	Desirable
Qualifications	GCSE or equivalent Math's and English language	
Knowledge and Experience	Use of Administration systems General administrative duties Record maintenance Filing systems Experience of working within an office environment in an administration role Knowledge of Microsoft Outlook and Word	Knowledge of Microsoft Excel. Any experience working with a Marketing or Business Development team.
Skills and Abilities	Excellent written and verbal communication skills IT literate Numerate Able to work on own but also as a member of a team Able to communicate with people at all levels Able to use initiative	
Personal Qualities	Great communicator Self-motivated Client facing Confident Team Player Accuracy and attention to detail	