



JOB DESCRIPTION

- Job Title:** Administrator
- Responsible to:** Office Manager
- Responsible for:** Providing reception and administration support to the management team and visitors
- Purpose of job:** To support the Office Manager to ensure the smooth and efficient running of the administration function

Key Responsibilities

1. Reception and Administration

- 1.1. Provide a welcoming and efficient reception service, which includes telephone duties, being the first point of contact for visitors, suppliers, contractors and dealing with general enquiries.
- 1.2. Ensure the room booking calendar is kept up to date, rooms are prepared and refreshments and equipment are provided as appropriate.
- 1.3. Prepare for approval a range of documents including e.g. letters, information for staff.
- 1.4. Print, photocopy, collate and distribute documents as required.
- 1.5. Assist with the management of emails.
- 1.6. Assist with placing orders and distributing goods received.
- 1.7. Provide clerical and administrative support to all the management team and support the Office Manager.
- 1.8. Maintain company databases, spreadsheets and ensure communication and mailing lists are kept up to date.
- 1.9. Assist with planning for any events or functions for the company.
- 1.10. Assist with keeping our databases, records and company website up to date.
- 1.11. Research information via the internet and other sources as requested.
- 1.12. Ensure that data is kept in accordance with company procedure and in compliance with the Data Protection Act.
- 1.13. Ensure the office and whole premises are clean, organised and a safe working environment for New Directions' employees, service users and visitors.
- 1.14. Report to the Senior Administrator and Office Manager.

2. Work within New Directions' overall ethos and policies

- 2.1 To have a good understanding of New Direction's policies, procedures and ethos.
- 2.2 To work in a positive way that promotes equality and eliminates discrimination.

- 2.3 To understand and support the values of the charity.
- 2.4 To carry out such tasks and duties from time to time as may be required by the Chief Executive or Management Team.
- 2.5 To work within core hours of 8.30-5.00pm but to be prepared to work flexibly at evenings and weekends occasionally when required.

January 2017