



JOB DESCRIPTION

Job Title: Senior Administrator - Recruitment and Communications

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. To 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. To ensure the room booking calendar is kept up to date, rooms are prepared and refreshments and equipment are provided as appropriate.
- 1.3. To provide clerical and administrative support to all the management team and support the Office Manager.
- 1.4. Produce a wide range of documents, letters, reports, minutes of meetings, newsletters.
- 1.5. To place orders with suppliers following company procedures and authorisation limits ensuring value for money is obtained on all orders placed and timely distribution of goods.
- 1.6. Maintain company databases and spreadsheets as well as ensuring communication and mailing lists are kept up to date.
- 1.7. Updating company policies and procedures, ensuring these are indexed and filed correctly.
- 1.8. Assist with planning for any events or functions for the company.
- 1.9. To assist with New Directions' marketing and publicity such as development and distribution of accessible newsletters, annual reports and other materials on paper and in electronic forms, ensuring these align with company guidelines, branding and accessibility standards.
- 1.10. Responsibility for the management and regular updating of the company's website content.
- 1.11. Management of company social media, including content creation, performance tracking and strategies to optimise content reach and engagement.
- 1.12. Research information via the internet and other sources as requested.

- 1.13. Ensure that data is kept in accordance with company procedure and in compliance with the Data Protection Act.
- 1.14. Ensure the office and whole premises are clean, organised and a safe working environment for New Directions' employees, service users and visitors.
- 1.15. To provide cover for the Office Manager during periods of absence.
- 1.16. Assist the Office Manager in training and supervising other staff/volunteers to assist with administrative and other tasks as may be needed.
- 1.17. Act as the main point of contact for recruitment applicants, and support the Office Manager with all aspects of the recruitment process including scheduling appointments and interviews and undertaking pre-employment checks.
- 1.18. Assisting the Office Manager in the management of company systems and applications, including onboarding new appointees and managing staff information.
- 1.19. Ensure a professional and positive response to all telephone and in-person enquiries from staff and the general public, at internal and external events ensuring good communication.
- 1.20. To collate a range of data for internal/external monitoring and compliance purposes, from a number of sources and to ensure that the information produced as a result is accurate and provides qualitative as well as quantitative information.
- 1.21. Report any deficiencies in the service of whatever nature to the Office Manager or Senior Leadership Team.

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 and to be prepared to work flexibly at evenings and weekends occasionally when required.

October 2025