

Job Title: Office Administrator
Responsible To: Office Manager
Hours Per Week: 25 hours per week
Salary: £9.41 per hour

Candidates are required to work two evenings per week to 5pm
The post is subject to undergo an enhanced CRB check.

Background

Generate is a registered Charitable Company which offers friendly, practical support to people with mild to moderate learning difficulties. Based on an understanding of their wishes, we help them to shape their own future.

Our Key Values are to provide services of the highest quality which:

- *Focus on the individual*
- *Offer a wide range of opportunities and support*
- *Proactively address the discrimination members experience in their everyday lives*

Purpose of the job

The Office Administrator will be responsible for ensuring that the office provides a welcoming and supportive environment for people with learning disabilities, visitors and staff.

Responsible for providing day-to-day office and administration services at Generate, and put in place solid procedures to ensure the office runs smoothly. S/he will be expected to identify and resolve problems with the building and office equipment, ensuring that Health and safety requirements are met.

Relations with Others:

The Office Administrator works in close cooperation with everyone at Generate.

Job Activities

Duties will include but are not limited to:-

Building management

- To ensure that building is maintained in good order.
- To ensure that all common areas are kept neat and tidy for guests and staff.
- To organise routine maintenance and decoration.
- To organise the cleaning of the building, ensuring sufficient suitable cleaning products are available in co-ordination with the Office Manager.
- Obtain and keep current COSSH Data Safety Sheets for all products used in the building.

Equipment

- Act as first point of contact for external suppliers and contractors insurance, and landlord.
- To ensure that appropriate equipment is available and maintained, ordering appropriate equipment as requested by senior members of staff.
- To liaise with the photocopying company regarding consumables, spares, repairs and meter readings.
- Be nominated contact for photocopier printer, learn how to assist people with unjamming it.
- Ensure any issues raised regarding the telephone system are dealt with.

- Facilities management from ordering supplies to investigating new suppliers.

Stationery

- To ensure that stationery, tea, coffee, sugar and materials are available when required.
- To order supplies in an efficient and cost-effective manner without maintaining large stocks.
- Buy milk for office every week.
- Create and maintain spreadsheet inventory of office equipment and furniture.
- Create and maintain spreadsheet inventory of stationery stock and its location.

Health and Safety

- To conduct regular health & safety checks of the building, ensuring that the building is safe and conforms to legal requirements.
- Take signing in book around office every day getting staff and members to sign in and out.
- To maintain the building in good order in line with legal and other stated requirements.

Security and reception

- To ensure that the building is secure and that visitors are appropriately and pleasantly received.
- Be the first point of call for telephone queries, visitors and deliveries.
- General reception duties including answering phones and greeting visitors, in conjunction with volunteers and other office staff.
- Relay telephone messages accurately to the relevant people
- Distribute post to staff.
- Responsible for outgoing post/registered letters.
- Making teas and coffees for guests and visitors.
- Organise catering and venues for events and meetings as requested.

Administrative support

- Provide some secretarial and administrative support to all Project Managers
- Maintain an Outlook diary system for Managers and Senior Support Worker.
- Maintain shared Outlook diary for classes, evening clubs and groups.
- Maintain shared Outlook diary for meeting rooms at Summerstown and the Opportunities Shop.

Information and Filing

- Maintain and manage information and filing systems.
- Maintain and update records in in-house database.
- Generating and maintaining mailing lists.
- Prepare mailings in conjunction with volunteers and colleagues
- Liaise with Finance Officer to ensure sufficient stocks of stamps are maintained.
- Check and replenish Generate forms drawer.
- Archiving and filing.

General:

- To undertake additional tasks, commensurate with status, after consultation and the provision of necessary support and training if appropriate.
- To operate within Generate policies and procedures.

Additional Information:

- Although normal office hours will apply, the postholder must be flexible in his/her hours to meet the needs of Generate.

- The postholder will be required to travel to other Generate sites in South London.
- The postholder will be based at 73 Summerstown, Tooting, SW17 0BQ.



PERSON SPECIFICATION

E – essential D - desirable

Qualifications:

This role would suit someone with previous administration experience who has

- Good customer service skills
- Fluent in written and spoken business English (E)
- Experience of work in the voluntary sector (D)

Skills and ability:

- Organisational and administrative skills to manage a large and varied workload, sometimes under pressure (E).
- Effective interpersonal and representational skills (E).
- Ability to communicate well in person and in writing, for example emails, letters and reports (E).
- Ability to use IT in the course of work, particularly Word, Excel, mail-merge and Outlook (instruction available) (E)
- Demonstrable administrative abilities.
- A keen sense of humour, cheerful disposition
- Good people skills
- Accuracy and attention to detail. Literacy and numeracy.
- Ability to work on own initiative. Ability to multi-task.
- Presentation – personal and professional. Flexibility, punctuality and reliability.
- Willingness to work within Generate's equal opportunities ethos.