

Administrative Assistant

Role Profile			
Job Title	Administrative Asst	Grade (Office Use)	AA
Area	Plymouth-based	Team	Central
Reports to (Job Title)	Office Manager	Hours	20pw
Location	Harwell Centre	Shift Pattern	Office hours, with some flexibility to provide holiday cover
CRBcheck required	Y – enhanced		

Team

Path is an independent charity, based in Plymouth. It has a board of trustees and a Director, with managers and staff to oversee and deliver services. There are also roles that are specifically focused on the central running of the organisation, including and based around the following posts:

- Office Manager: responsible for premises, equipment, office, systems
- Admin Worker:
- Admin Asst: this role

We also have a Finance Team, led by our Finance Manager.

Together, these roles enable Path to function as a homelessness charity. They ensure and address equipment needs, personnel support (from monthly pay to monitoring attendance), central premises (making sure that premises are accessible and safe), reception, financial transactions and more.

Role

The Administrative Assistant (Admin Asst) role has a few main elements, including:

- Reception and clerical work
- Resources work (inc offices and equipment)

The Admin Asst therefore provides clerical, reception and administrative work for the agency as a whole, working with the Office Manager and Admin Worker.

Specific Duties / Responsibilities

1. Reception / clerical

The daily tasks below are mostly carried out, and led on, by the Admin Asst.

- Reception duties inc: answering the door and 'phone; taking & passing on messages; dealing with inquiries and referring on; using the client database and screening clients
- Monitoring movements and safety of staff, including overseeing and using the whereabouts ('Bat') phone

- Providing clerical functions: printing / photocopying; IT support; monitoring and ensuring availability of forms (on paper and electronically)
- Correspondence: processing / passing on post on arrival to other workers; checking & responding re organisational email address
- Sign-posting onto other services / agencies, where appropriate
- Maintaining and monitoring room booking diary

2. Resources: offices and equipment

Office resources

This role is the primary internal point of contact for resources and equipment, providing information and advice to colleagues.

Responsibilities therefore include (supervised by the Office Manager) monitoring, overseeing and replacing, as needed:

- Mobile phones
- Dealing with day to day IT queries
- Office safety alarms
- Personal (mobile) safety alarms
- Leaflets in waiting space
- Consumables for IT etc
- Undertaking weekly fire alarm tests and building checks
- Monitoring and managing internal room bookings

This to include organising and carrying out regular, scheduled checks on supply and performance, where relevant, taking appropriate action and keeping all appropriate records.

3. Cover for others in Admin team

In the event of absence of the Office Manager or Admin Wkr, or when otherwise requested, there may be additional duties. Many of these will relate to those noted above.

4. General

- With / for Office Manager, setting up and maintaining files, obtaining information
- When needed, using internal databases to look up relevant information
- Keeping appropriate records, suitable for formal review and audit
- Other duties as required by Office Manager, Admin Worker or Director
- Participation in staff and other meetings, as required
- Compliance with Path Worker Conditions

Administrative Asst: Person Specification

Path is looking for someone with excellent administrative and organisational skills, plus a positive attitude toward housing issues and working with vulnerable people.

Skill / experience (to address and evidence)	Office use
<p><u>1. Administration / Office / Health and Safety</u></p> <p>Essential</p> <ul style="list-style-type: none"> • Ability to deal effectively and positively with inquiries (public & professionals) in person and via phone etc • General organisational and clerical skills, inc. ability to type / word process; and ability to work within office systems • Broader p.c. skills, inc use of databases and spreadsheets for recording and for producing reports • Experience of using formal office procedures and systems • Experience of liaising / communicating with other staff on professional basis • Understanding of Health and Safety policies and procedures, inc re fire safety • Understanding of Data Protection 	
<p>Desirable</p> <ul style="list-style-type: none"> • Direct experience of complying with Health and Safety procedures • Experience of complying with Data Protection legislation 	
<p><u>2. Resources</u></p> <p>Essential</p> <ul style="list-style-type: none"> • Knowledge of IT and ability to monitor and help maintain equipment • Ability to oversee, monitor and organise resources, such as mobile phones • Ability to use petty cash system, when needed 	
<p><u>3. General</u></p> <p>Essential</p> <ul style="list-style-type: none"> • Ability to work under line management • Ability to work on your own initiative and support others • Commitment to Equal Opportunities and anti-discriminatory working practice • Flexibility • Proven good literacy and communication skills • Enthusiasm for this post and this area of work • Ability to represent oneself and Path to the public • Ability to record, monitor and report on own work • Ability to communicate appropriately and sensitively with client groups • 5 GCSEs level C and above; or equivalent 	
<p>Desirable</p> <ul style="list-style-type: none"> • Awareness of, and positive attitude towards, vulnerable people • Experience of regular participation in and contribution to meetings 	