



## Job Description

<b>JOB TITLE</b>	Administrative Assistant
<b>JOB REFERENCE</b>	BMHAA001
<b>WORKING PATTERN</b>	6-month fixed contract; with view to extend
<b>HOURS</b>	10 per week
<b>LOCATION(S)</b>	Progress House, 172 Southworth Rd, Newton-le-Willows 85 Church Street, Leigh, Lancashire Possibility to work from home

### Job Role

The role's primary objective is to provide administrative and customer support and to aid with the day-to-day running of the business. The post will also support the teaching staff with administrative tasks including keeping records of attendance and contacting clients.

### Main Duties

1	Produce a range of detailed documents and may support less experienced colleagues in the production of documents to support efficient service delivery.
2	Accurately maintain a wide range of manual and computerised records/management information systems.
3	Handle a wider range of more detailed queries referred by other colleagues and provide a point of contact for service user feedback to meet service standards.
4	Occasionally work on general implementation of projects as identified by supervisors to meet service delivery requirements.
5	Participate in team development activities and assist less experienced colleagues to support the achievement of individual and team performance and development objectives.
6	Maintain and build good working relationships with colleagues and service users to deliver the service required.
7	Co-ordinate the provision of stocks, resources and office supplies to minimise waste and maintain the effective operation of the service area.
8	Work independently, scheduling own work to meet business needs.
9	Demonstrate a normal level of courtesy and effectiveness in dealing with other people with the ability to ask questions, seek clarification and exchange information using tact and diplomacy.
10	To assist in completion of paperwork relating to any part of the business as required, for example but not limited to HR and procurement.
11	To carry out any other duties which fall within the broad spirit, scope and purpose of this job description.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews will and any consequential changes will be carried out in consultation with the post holder.

## Person Specification

	Essential	Desirable
<b>EDUCATION/QUALIFICATIONS</b>	Appropriate level of literacy and numeracy	Functional Skills English Level 2 English and Maths Level 3 Teaching Qualification or above
<b>EXPERIENCE/KNOWLEDGE</b>	<p>Good organisational ability and accuracy/attention to detail</p> <p>Appropriate level of IT and keyboard skills</p> <p>Health &amp; Safety awareness</p> <p>Equality and Diversity awareness</p> <p>Safeguarding awareness</p> <p>Appropriate level of data protection, security and confidentiality awareness</p> <p>Ability to travel between office locations.</p> <p>Excellent working knowledge of the Microsoft Office suite</p>	<p>Experience of SharePoint</p> <p>Experience with updating WordPress.</p> <p>Experience of using Social Media platforms such as Facebook.</p>
<b>ABILITY/SKILLS</b>	<p>Ability to learn database/other computer systems.</p> <p>Comfortable answering and making telephone calls to a diverse range of customers.</p> <p>Ability to work under pressure, handle a varied workload and keep to deadlines.</p> <p>Ability to work flexibly as needed by the business.</p>	
<b>EQUAL OPPORTUNITIES</b>	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	