

**Job Description**

**Job Title:** **Office Administrator**

**Reports to: Associate Director North West**

**Based at:** **Canada Street, Manchester, M40 8AE**

|  |  |
| --- | --- |
| **Job Purpose** | To provide WWTW Manchester office with high level administrative support, and to promote the work in Manchester via social media. |

|  |  |
| --- | --- |
| **Primary Responsibilities**  | * Deliver administrative support in Manchester to ensure the smooth running of the WWTW Manchester office
* Provide day to day admin support to all areas including managing the post, Fed- Ex, delivery of online orders, stationery orders, signing in and out guests.
* To promote our work in Manchester on social media so as to raise awareness of our activity in the region.
 |
| **Routine****Responsibilities** | * Photocopying and printing various documents
* Managing incoming and outgoing post
* Effectively manage records for financial reporting
* Managing Fed-Ex and other shipping requirements
* Ordering stationery, equipment, office supplies and maintaining/recording stock ensuring sufficient stock levels at all times
* Main point of contact for IT issues so as to record these and liaise with contracted IT providers
* Liaise with utility providers as and when required
* Maintenance and general upkeep of the office including reporting of Health & Safety issues
* Checking daily telephone/voicemail messages and ensuring action is taken by appropriate member of staff
* Booking rooms and conference facilities for external events as requested
* Arranging travel and accommodation for staff or beneficiaries as required
* Assisting with the arrangement of in-house and external events

This list is not exhaustive and is subject to revision in accordance with the needs of the charity to ensure an effective and efficient administrative function. |
| **Key Skills** | * Ability to use a variety of software packages, such as Microsoft Word, Outlook, PowerPoint, Excel, Access, etc.,
* Confident in posting on Social Media channel Twitter
* Ability to operate a range of office machines such as photocopiers, computers and document shredding machines
* To maintain the confidentiality of all information on clients
* Good oral and written communication skills
* Ability to work as part of a team
* Be methodical, accurate and have a thorough approach to work, with excellent attention to detail
* Ability to multi-task, prioritise workload and work to tight deadlines
* Ability to work within a proactive and demanding environment
* Adaptability is essential as the needs of the role vary in line with the demands of the charity
* Ability to stay calm under pressure
* A desire to show initiative
* Neat personal appearance
* Ability to provide an efficient, reliable service that inspires confidence in others
* Enthusiasm and patience when working with people
* Have the desire to learn new things and constantly improve your own working practice
* Commitment to own personal development and take full advantage of training provided
* Review and update contact records to ensure the information we hold remains accurate and up to date in compliance with GDPR legislation
 |

|  |  |
| --- | --- |
| Qualifications / Experience / Skills  | * NVQ Business and Admin level 2 or 3 or proven / significant experience of working within an administrative role
* GCSE Maths and English or equivalent
* Strong administration experience with a good attention to detail
* High level of computer literacy
* Excellent written and verbal communication skills
 |