

**Job Description**

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

**Reports to: Associate Director North West**

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

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

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| **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 |

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| 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 |