



<b>POST:</b>	OFFICE ASSISTANT
<b>HOURS:</b>	30-40 HOURS PER WEEK (FLEXIBLE: WORKING PATTERN TO BE DISCUSSED AND AGREED PRIOR TO START DATE)
<b>SALARY:</b>	£9.56 PER HOUR (£19,884.80 PER ANNUM BASED ON 40 HOURS PER WEEK)
<b>LOCATION:</b>	EASTBOURNE
<b>REPORTS TO:</b>	DIRECTORS, OFFICER MANAGER, OFFICE TEAM LEADER

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**ROLE:** To provide, as a team and individually, administrative support to the organisation.

**RESPONSIBILITIES, DUTIES AND TASKS:**

1. Answering phone calls, taking accurate messages and passing these on when necessary.
2. Meeting and greeting any external visitors in a polite and courteous manner.
3. Supporting the Directors and management team in all office duties i.e. proof reading, filing, scanning, typing, photocopying, maintaining an electronic filing system and emailing.
4. Booking meeting rooms, setting up training rooms and organising refreshments.
5. Keeping contact lists and any other company paperwork up to date.
6. Working with the team and individually to fill positions within the organisation and deal with all recruitment related tasks, paperwork and queries.
7. Keeping confidential and accurate records on all the young people who come through our organisation.
8. Logging information, report writing and assisting the office team with any other tasks, as and when required.
9. Liaising with Local Authorities, other significant people and outside agencies.
10. Booking travel/accommodation for our client group and staff.
11. Participating in appropriate staff development and training programmes.
12. Maintaining, with the administration team, an efficient and well-run office to include; daily post, ordering stationery, refreshments and cleaning supplies, fire checks and to perform any other duties required, which may be deemed to fall within the scope of this post.
13. Ensuring that conduct, both within and outside the workplace, does not reflect adversely on Anderida Adolescent Care or its reputation.

## CONTACTS:

In all contacts, the post holder will be required to present a good image of the organisation, as well as maintain constructive relationships;

**Internal** – All mentors, senior mentors, managers and directors.

**External** – Social workers, stakeholders, service providers.

## NOTES:

This post is subject to an enhanced criminal record check under the arrangements established by the Disclosure and Barring Service.

Anderida Adolescent Care reserves the right to alter the content of this job description, after consultation, to reflect changes to the job or services provided, without altering the general character or level of responsibility.

The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Anderida Adolescent Care equal opportunities policy.

## PERSON SPECIFICATION – OFFICE ASSISTANT

Method of Assessment: Application form and formal interview – to include a proof-reading assessment.

	<b>ESSENTIAL CRITERIA</b>	<b>DESIRABLE CRITERIA</b>	<b>METHOD OF ASSESSMENT / SOURCE OF INFORMATION</b>
<b>KEY SKILLS &amp; ABILITIES</b>	<ul style="list-style-type: none"><li>• Fully computer literate</li><li>• Confident with all Microsoft Office packages (e.g. Outlook, Excel, Word)</li><li>• High level of written communication skills</li><li>• High level of numeracy skills</li><li>• Fast and accurate typing skills</li><li>• Ability to effectively organise and prioritise own workload and meet deadlines under pressure</li><li>• Efficient and proactive in the workplace, able to utilise time efficiently</li><li>• Ability to undertake a diverse workload</li></ul>		Application, interview and computer test skills

	<ul style="list-style-type: none"> <li>• Ability to exercise discretion in dealing with sensitive information, to maintain strict confidentiality where appropriate</li> <li>• Excellent telephone manner and the ability to communicate professionally in a courteous manner</li> </ul>		
<b>EDUCATION &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• A-C GCSE in Maths and English or equivalent</li> </ul>	<ul style="list-style-type: none"> <li>• NVQ or equivalent in administration</li> </ul>	Application form
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Good knowledge of Microsoft Word, Excel, Power Point, Outlook and Internet Explorer</li> </ul>	<ul style="list-style-type: none"> <li>• Minute taking skills would be an advantage</li> <li>• Accurate proof reading</li> </ul>	Application Interview
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Use of office systems and equipment</li> </ul>	<ul style="list-style-type: none"> <li>• Previous administrative experience</li> </ul>	Application Interview
<b>PERSONAL ATTRIBUTES</b>	<ul style="list-style-type: none"> <li>• Extremely organised</li> <li>• Able to take initiative</li> <li>• Able to prioritise a changing to do list</li> <li>• Comfortable working individually as well as part of a team</li> <li>• Excellent attention to detail</li> <li>• Adaptable to change</li> <li>• Personable</li> <li>• Good sense of humour</li> <li>• Proactive approach</li> </ul>		