JOB SPECIFICATION

**Job Title:** Office Administrative Assistant

**Line Manager:** Resources Manager

**Salary Scale:** NJC Scale 3, point 14 – 17

**Purpose of the job:** To provide administrative support to Carers Leeds

**Location:** Carers Leeds, the Headrow, Leeds

**Hours:** 14 per week over 2 days

**Main responsibilities:**

**Reception/Telephone**

To deal with telephone and face to face enquiries from carers, professionals and others on administrative and information matters

To provide reception cover

To deal with answerphone messages on the main office telephone

To be responsible for the general appearance of the reception office and waiting area

To set up/tidy up the reception volunteer workstation

To assist in the training and development of the reception volunteers

**Secretarial/Administrative**

To assist the Office Administrator and with administrative tasks/projects

To manage all the incoming and outgoing post

To manage the info@carersleeds email account

To administer telephone event bookings

To maintain and purchase stocks of stationery and other office supplies

To liaise with external suppliers and contractors

To produce correspondence and other documents

To photocopy and arrange printing of various documents

To support the administration of the Carers Leeds Time for Carers initiative

To provide administrative coordination for events and meetings

To coordinate the distribution of the Carers Leeds newsletter

**Person Specification**

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| --- | --- |
| **Knowledge and Understanding** | **Essential or Desirable** |
| GCSE in English and Maths  Recent experience of working in an office administration role  An understanding of carers and the third/voluntary sector | E  E  D |
| **Skills and Competency** |  |
| Excellent communication and interpersonal skills  Ability to deal sensitively with enquiries from carers and others  Excellent IT skills  Excellent verbal and written communication skills | E  E  E  E |
| **Behaviour and Personal Attributes** |  |
| High levels of discretion  An ability to maintain confidentiality and discretion at all times  Tact and diplomacy  Strong attention to detail/accuracy  High levels of initiative and proactivity with a “can do” attitude  Organised and methodical  Courteous, patient and polite  Flexible approach  Good team player | E  E  E  E  E  E  E  E  E |