

JOB DESCRIPTION

Job title: Office Administrator

Reports to: Support Services Manager

Line Management: Nil.

Job summary

To assist the Support Services Manager and Team in providing a full and professional administrative service throughout the Charity, including Haig beneficiaries, colleagues and Trustees.

To undertake high quality production and editing of a range of documents, correspondence, mail merges to beneficiaries and data input to the Civica Cx database.

To ensure that all personal callers or visitors to the office receive a positive impression of the Trust.

To ensure that all incoming post is opened, recorded through the Civica Cx CRM system and distributed to the relevant teams promptly, and to ensure that all outgoing mail is processed efficiently, accurately and cost effectively.

To ensure that anyone contacting the Trust via telephone or Corporate e-mail enquiries receive a courteous, informed and prompt response and that wherever possible queries and requests are dealt with and the need to transfer enquiries is minimised.

To assist in maintaining an efficient filing system ensuring that all essential documentation, correspondence and other data, current and archived, is appropriately retained and easily accessible.

Administration of Haig's parking permit scheme.

To assist in facilities management of the offices, ensuring an adequate supply of stationery and consumables at all times, to oversee deliveries and to ensure that goods are stored appropriately.

To undertake any other reasonable duties within own skills and experience.

Person Specification

	ESSENTIAL	DESIRABLE
Qualifications/Education/Experience		
Business Administration qualification or college educated	X	
At least 2 years administration experience		X
Knowledge, Skills & Experience		
Excellent literacy, handwriting and typing skills	X	
Excellent administration and organisation skills	X	
Excellent communicator, both verbal and written, with people at all levels and from a range of backgrounds; sometimes in upsetting circumstances	X	
Experience using switch boards/telephone software		X
Use of Microsoft Office suite to intermediate standard	X	
Experience using Civica Cx		X
Ability to manage a high volume workload and prioritise tasks effectively to assist overall performance of the team	X	
GDPR aware		X
Clear attention to detail	X	
Personal Qualities		
Knowledge and experience of the issues facing HM ex-Armed Forces and their families		X
Ability to take and relay clear, concise messages	X	
Ability to advise beneficiaries on policy and procedure and to refer to relevant colleague when necessary		X
Clear evidence of a flexible, proactive, collaborative & agile mind set, whilst maintaining loyalty to the Team	X	
Clear identification with charitable purpose and tireless working for beneficiaries	X	
Comply with responsibilities regarding safeguarding, personal development and statutory training	X	