

JOB DESCRIPTION

JOB DETAILS

Post Title: **Administrative Assistant**

Hours Per Week: **Full-time, Fixed term contract**

Reports to: **Admin Manager**

Base: Over The Wall Camp, The Settlement, Ockbrook DE72 3RJ.

Main Purpose: To provide administrative support for all camper, family and volunteer related processes and the general running of OTW.

Main Duties and Responsibilities: *Although this job is advertised as an Administrative Assistant, there is potential for progression to a more senior position as Over The Wall Camp moves into its new headquarters at Ockbrook more fully over the next 12 - 18 months.*

Use a database to process camper and volunteer applications and produce reports.

Liaise with families and volunteers regarding applications and camp attendance.

Answer telephone and email queries.

Ensure all communications are carried out in accordance with the camper and volunteer recruitment timelines.

Input data into a variety of systems and ensure they are kept up to date.

Provide administrative support to the operations team including photocopying, printing, filing and posting.

Manage travel arrangements and hotel bookings.

Assist in volunteer interviews by taking notes and being the second person.

Receive and process mail and deliveries.

Monitor stock levels and order stationery and other resources as required.

Help to oversee maintenance of the office facility, office and IT equipment, stationery and general resources.

Undertake other duties as deemed reasonable by the Admin Manager and the Camp Director.

PERSON SPECIFICATION

Headings	Essential	Desirable	Means of Assessment
Physical requirements of the post	<ul style="list-style-type: none"> Initially home based then office based in Ockbrook One evening at home 		Application Interview Reference
Training & Qualifications	<ul style="list-style-type: none"> Good spoken and written English 		Application Interview Reference
Previous or relevant experience necessary	<ul style="list-style-type: none"> Previous experience in an administration role Good IT skills including the ability to use Excel and databases, and to learn unfamiliar packages quickly and effectively 	<ul style="list-style-type: none"> Customer service experience 	Application Interview Reference
Aptitudes and skills required	<ul style="list-style-type: none"> Excellent telephone manner Highly organised Excellent written and oral communication skills 		Application Interview Reference
Personal qualities/ temperament	<ul style="list-style-type: none"> Flexible Motivated Empathetic 		Application Interview Reference
Special requirements of the post	<ul style="list-style-type: none"> Able to work some weekends and evenings 		Application Interview Reference

Working conditions:

Working in the evenings and from home maybe required once a week. It is essential that the candidate has a separate and private working environment that allows private calls to be made. Flexible working will be accommodated as much as the job allows.

Benefits:

6% Employer pension contribution
25 days + public holidays
Flexible working arrangements

Diversity, Equality & Inclusion Statement

We actively encourage applications from the broad spectrum of diversity reflected in our beneficiaries, both in terms of visible and non-visible characteristics. We aim to ensure that regardless of where you are in our community, any difference you have is valued.

Safeguarding Statement

We are committed to Safer Recruitment and REQUIRE a minimum of two professional and independent reference checks, with one of the reference checks being the last or current employer.

Contract length: 12 months

Pay: £21,840.00 per year

Schedule:

Monday to Friday

Weekend availability

Education:

GCSE or equivalent (preferred)

Experience:

Customer service: 1 year (required)

Administrative experience: 1 year (required)

Language:

English (required)

Licence/Certification:

Driving Licence (preferred)

Work Location: In person