

Job Specification

Managing Organisation:	The Dreadnought Centre
Job Title:	Administrative Assistant
Hours:	16 hours per week * see below
Salary :	£21,189 pro rata (£11.01 per hour)
Responsible to:	Office Manager
Place of work:	The Dreadnought Centre
Leave Entitlement:	21 Days Pro Rata (plus Bank Holidays)

- *Hours to be worked as follows: Term Time only- 8 hours on a Wednesday, 4 hours on a Thursday afternoon plus an additional 4 hours by negotiation.*

Main Duties:

To assist the Office Manager in the smooth running of the day to day activities of the Office including but not exclusively :

- Manage phone enquiries delegating to / taking accurate messages for, relevant members of the team as required.
- Manage phone calls to parents, carers and workers in relation to any session changes or cancellations.
- Support in arranging young people's visits.
- Answer / redirect emails as appropriate.
- Assist in the set up of young people's sessions.
- Support in maintaining up-to-date information on contact cards, register sheets, database and files / filing system.
- Support in maintaining accurate records of attendance Countywide.
- Assist with general correspondence.
- Greet and welcome young people and visitors to the Centre.
- Frank and post letters as required.
- Support the Office Manager with Health & Safety requirements.
- Be an ambassador for the Charity.
- Work at all times within the organisation's Health & Safety guidelines.
- To operate within the organisation's policy on equal opportunities.
- Be up to date with all of the organisation's policies and procedures, and services offered.

Essential Skills:

- Experienced at using Microsoft Office (particularly Word and Excel).
- Willing to learn on the job.
- Ability to be a flexible thinker.
- Able to perform detailed tasks in a busy environment.
- Ability to prioritise tasks, as needed on a daily basis.
- Be an active problem solver.
- Ability to work on own initiative and source tasks.
- Be committed to The Dreadnought Centre's philosophy.
- Be comfortable hotdesking.
- Willing to be part of a team.
- Excellent telephone manner.