

Job Title Administrator

Responsible to:

Working Relationships: YMCA staff

Job Purpose

To undertake administrative tasks and general office duties that support the team and support with the operational management of the service to help increase the efficiency and effectiveness of our service

Main Tasks

To undertake administrative tasks and general office duties that supports the service, and project staff on a daily basis. Tasks will include, but are not exclusive:

- Handling calls and responding to correspondence whilst providing high quality customer service and robust/ accurate logging and record keeping
- Creating and updating spreadsheets with client and contractual data
- Arranging meetings and taking minutes where appropriate
- Maintaining complete and orderly paper files in line with Data Protection policies and procedures
- Maintaining databases of information, whilst ensuring accuracy, timeliness and confidentiality of data
- Booking appointments and meetings
- General electronic filing and updating of contract logs, and other electronic measurement systems
- Purchasing resources and equipment
- Assist with marketing & promotional activities – including flyers, emails, phone calls and events

Other Tasks

- To carry out other tasks within the post holder's capabilities as directed by your line manager
- A commitment to Safeguarding and promoting the welfare of children, young people and adults at risk
- A commitment to the General Data Protection Regulations and relevant policies and procedures
- To support YMCA Trinity Group to implement quality and continuous improvement through the implementation of quality assurance systems relevant to the organisation and your delivery area
- Undertake core and relevant training to enhance personal and professional development
- To work within YMCA Trinity Group policies and procedures, with particular regard to health and safety, equality, diversity & inclusion, safeguarding, data protection and confidentiality
- Understand personal responsibility under the Health & Safety at Work Act 1974 including fire safety
- Supportive of the Christian Aims & Purposes of YMCA

PERSON SPECIFICATION

Knowledge	Essential	Desirable
Computer literate including the ability to use software packages: Word, Excel, Access, Email, PowerPoint, Internet.		✓
Knowledge of office systems and procedures		✓
Awareness of Confidentiality Policy and procedures and how to apply to working practice		✓

Qualifications	Essential	Desirable
Good standard of education		✓

Experience	Essential	Desirable
Experience of working in an office environment		✓

Skills & Abilities	Essential	Desirable
Confidence and ability to work on own initiative		✓
Good interpersonal skills with ability to deliver good face to face customer care		✓
Ability to prioritise a number of different tasks and areas of work within a normal working day		✓
Ability to work to deadlines		✓
Good organisational skills		✓

Personal Qualities	Essential	Desirable
The ability to relate to individuals from diverse backgrounds	✓	
Sympathy with the Christian Aims and Purposes of the YMCA	✓	
High levels of honesty, integrity and discretion	✓	