

## The Carroll Centre DRAFT

### Job description and person specification: Administrative Officer

**Job title:** Administrative Officer

**Hours of work:** Full time, 37 hours per week, Mon – Friday.  
Times to be agreed. Job share considered

**Responsible to:** Head of Centre

**Holiday entitlement:** 20 days paid holiday per year & Bank Holiday entitlement, pro rata

**Main functions:**

- To provide administrative support to the Head of Centre and other Managers and to assist in the development, day to day management, organisation and funding of the Centre Departments as a whole.

**Key tasks:**

- To be the first point of contact for all visitors to the Centre and users of its services, including covering reception.
- To deal with telephone and general enquiries.
- To provide administrative support for other members of the team under the direction of the Head of Centre.
- To ensure that files and databases both manual and computerised, are kept up to date.
- Take notes at meetings and write up and distribute, as and when required.
- To maintain and manage the Centre's diary and bookings, in liaison with the Site Supervisor
- To assist the Head of Centre and other managers with customer liaisons.
- To collect monies at the reception desk from the Centre users as required.
- To maintain the organisation of the reception area.
- To ensure that all office equipment and stationary are properly stored, ordered and maintained.
- To collate staff requests for supplies and book in on delivery, with approval from Head of Centre
- To maintain customer focus at all times and be aware of opportunities to market and promote the Centre and its services.
- To assist the Head of Centre in the development and submission of reports/bids for funding.
- To assist the Head of Centre in the raising of the Centre's profile both in Stanmore and the wider Winchester area.

- To work with the Finance Officer as directed by the Head of Centre.
- To deputise for Managers at the Centre in their absence.
- Undertake other duties as required by the Head of Centre consistent with the skills of the post and the needs of the centre.

**Person Specification:**

*Essential:*

- To be IT literate and familiar with Microsoft Office Suite.
- To have a working knowledge and experience of managing and inputting databases
- To have the ability to work accurately with money.
- To have strong customer service skills and be able to relate well to all members of the public and staff.
- To have the ability to manage own time efficiently and effectively
- To undergo a CRB Enhanced Disclosure check in order to comply with laws regarding working in an environment that has children in it.
- To have a total commitment to equal opportunities and anti-discriminatory practice.
- To be able to work occasional evenings or weekends to meet the needs of the Centre
- To be comfortable working in an environment with children, young people and their families

*Desirable:*

- To have experience of working in the voluntary sector.
- To have full driving license and be willing to take a MIDAS and D1 test in order to be able to drive our minibus, if required.