

Job Description

Job title	Office Assistant
Service:	Careers NCS
Reports to:	Regional Administrator
Usual office base:	
Grade:	AG9

Job purpose:

To work closely with the Regional office team to support the daily operations of the contract applicable, providing a comprehensive office administration service.

Responsibilities

- To greet, welcome and direct customers and visitors in a professional manner
- To co-ordinate the digital/social media marketing agenda for the team
- To answer telephone calls and transfer callers appropriately, taking messages where necessary
- To provide administrative and clerical support to the Region office team
- To coordinate requests for stationary and keep these supplies updated

Job objectives:

1. To deal with customer appointment bookings by phone, face-to-face and online; maximising customer attendance at appointments (including rebooking appointments where necessary)
2. Support the Compliance and Contract Coordinators with compliance checking, customer tracking, maintaining accurate customer records including updating the organisational Central Data Recording System and preparing office and adviser activity reports as required
3. Assist in the preparations for and attend meetings and events, supporting advisers, customers and partners/stakeholders
4. Work with the Compliance and Contract Coordinators to co-ordinate cover requests in case of illness or holidays for the Hub, and other sites as required
5. Support the digital/social media strategy, increasing customer engagement and work with the Digital/Social Media Co-ordinator to support the growth of the digital channels
6. Use filing systems that ensure efficient retrieval of paperwork and information

7. Provide general administrative duties such as photocopying, data entry and word processing, maintaining inventory of office supplies and adviser resources, process incoming and outgoing mail and deliveries
8. Attend team/wider organisational meetings, share best practice and take minutes as requested
9. Be responsible for adhering to both local and the Corporate Safeguarding policy and procedures aimed at promoting and safeguarding the welfare of children and at-risk adults and attend mandatory child protection and/or adult protection safeguarding and prevent training

Scope:

This job description needs to be considered in the context of a developing and evolving service and therefore the duties described above will need to be adapted to meet the needs of the project. Able to work flexible hours when required

Person specification:**Knowledge**

Essential:

- Minimum NVQ level 2 English language and maths
- To have an understanding of IT and social media

Desirable:

- Experience or confidence to make frequent phone contact with a wide audience of customers
- Experience using Microsoft Office

Experience

Desirable:

- Previous experience of office environment

Skills

Essential:

- Excellent organisational skills
- Accuracy and attention to detail
- Calm under pressure
- Ability to show tact and diplomacy
- Able to follow instructions
- Trustworthy (dealing with confidential information)
- Good communication, administrative and teamwork skills

Competency Band : 4
Key Competencies for the role:

Our Values	Key Competency 1	Key Competency 2
Excellence - Creating and Leading Success	Exhibits enthusiasm and positivity	Actively thinks and explores how things can be done better
Integrity - Supporting and Building Trust	Asks questions to clarify understanding	Listens and respects views of others,
Accountability - Delivering and Improving	Actively pursues learning and self development,	Checks own performance against agreed outcomes
Collaboration - Engaging and Partnering	Displays enthusiasm around goals and activities	Understands how their own behavior contributes to the sharing of knowledge and ideas

Job Family: Administration

Education Development Trust are committed to safeguarding and promoting the welfare of children and service users. Applicants must be willing to undergo background checks appropriate to the post, including checks with previous employers and the Disclosure and Barring Service as required.