

# Job Description



**Job Title:** Administrative Assistant

**Weekly Hours:** Full time (35 hours) or 28 hours worked over 4 or 5 days

**Based At:** Cumbria Wildlife Trust's offices at Plumgarths, Kendal

**Reports To:** Administration Officer

## **Job Purpose:**

This role is part of a team providing a professional first point of contact and reception service for visitors to Plumgarths including handling and referring telephone/email enquiries appropriately.

## **Special Features of the Role:**

The Administration Assistants work as part of the Administration team to provide office-based assistance and flexible support service to others to enable the efficient working of the Trust's administrative systems across a range of office-based activities as required.

## **Main Responsibilities and Accountabilities:**

### **1. Reception**

- Meet and greet the public and business visitors to Plumgarths in a courteous, professional and welcoming manner to promote the Trust's reputation.
- Answer the telephone: promptly answer and distribute incoming calls and/or messages to relevant colleagues and customers via the Trust's online telephone system.
- Use relevant Office IT and software including MS Office packages, Charity CRM and other systems to share messages and other information.
- Ensure that Plumgarths reception, shared areas and the administration office are tidy, well-organised, and presentable at all times.

### **2. Post and stationery**

- Incoming Post and Deliveries: process all incoming post and deliveries and all outgoing mail.
- Acknowledge and open incoming email enquiries as appropriate. Monitor mail and events boxes in a timely way and distribute all to relevant colleagues for action where relevant.
- Stationery and other office consumables: in liaison with the Admin colleague, procure supplies to ensure adequate stocks are maintained and to meet special requirements.

### **3. Room bookings**

- Meeting rooms: process bookings for staff and outside organisations and produce documentation to Accounts for billing; ensure meeting rooms and conference kitchen are tidy and laid out as specified for each group.

### **4. Administration and database support**

- Contribute to the Trust's wider work by providing relevant general administrative support to all staff when requested and as appropriate to the role.
- Assist the Membership Administration Team by helping with the making-up and mailing-out of new members packs, Watch packs and membership-related communications etc.

- Assist with maintaining records on the Contact / Customer Management Database (the CRM), when requested and as appropriate.
- Add warm contacts to the CRM (from Events, Donations, web site, phone calls, Wildlife Walk Packs), ensuring compliance with GDPR policies.
- Assist and support ways of engaging with warm contacts & helping to produce/send targeted mailouts etc.
- Events: assist with booking people onto Trust events. Send out Event Information where applicable. Produce event attendance lists (weekly) for event organisers. Collate post-event follow-up.
- Assist and support the development and implementation of initiatives that seek to improve the efficiency of the Trust's administrative processes and ways of working.

## **5. Security**

- Assist with and carry out the security check of ground floor premises at the end of a working day.
- Ensure the security of data and information in the office and online.
- Lighting: adjust timers for outside lighting to suit requirements.

## **6. Other duties**

- Engender and support a culture of membership recruitment and donor development with external contacts and within the team.
- Contribute to reducing CWT's energy usage and environmental footprint (e.g. by helping to apply the Trust's environmental policies).
- Act in a professional and friendly manner to enhance and not damage the Trust's reputation.
- Ensure compliance with all Cumbria Wildlife Trust policies, procedures and legal requirements.
- Contribute to the delivery of the Trust's well-being and inclusion policies.
- Continue personal professional development and keep up-to-date with developments that are relevant to Cumbria Wildlife Trust and appropriate to the role.
- Carry out other tasks and any other duties as reasonably requested by senior staff, Director, or Chief Executive, where appropriate.

**Date: July 2024**

## Person Specification

### Post Title: Administration Assistant

#### 1. Qualifications & Experience:

The post holder will be expected to have qualifications and recent and relevant experience in the following areas:

		Essential	Desirable
1.	Experience in a customer-facing environment	•	
2.	A minimum of 2 years experience in a similar administrative role	•	
3.	Experience in typing	•	
4.	Experience of taking minutes of meetings		•
5.	Experience working for a charitable organisation		•
6.	Experience in booking and coordinating events and meetings		•

#### 2. Knowledge & Skills:

The post holder will have the following knowledge and skills:

		Essential	Desirable
1.	Competent in the use of Microsoft word, excel and outlook	•	
2.	Excellent customer service skills	•	
3.	Attention to detail	•	
4.	Well-organised, flexible, tactful, and diplomatic	•	
5.	Good communication and interpersonal skills	•	
6.	Good organisation skills and ability to prioritise workload	•	

#### 3. Personal Qualities:

The post holder should possess the following:

		Essential	Desirable
1.	Able to work autonomously and as part of a team	•	
2.	Enjoy providing excellent support and service to staff and visitors	•	
3.	Good timekeeping skills	•	
4.	Have a flexible approach and be able to respond to changing demands	•	
5.	Able to follow established systems and procedures	•	
6.	Strongly motivated by Cumbria Wildlife Trust's values and mission	•	