

Job Title:	Office Administrator
Contract type	24.5 hours Part-time, fixed 12-month contract (3 days + 1 weekend a month required)
Responsible to:	Operations Manager
Start date:	February 2022
Salary	£19,500 - £21,500 pro rata
Application deadline	Sunday 5th January 2022

The Office Administrator will support the Office Team in organising and performing everyday administrative duties associated with the Trust's operations.

This varied role requires an individual that has exceptional organisational skills, has a proactive in approach to tasks and has great communication skills at all levels to support a small busy office team.

The successful candidate will be already proficient in the use of MS Office products and will have already have prior experience in using CRM systems although training will be provided.

Main Responsibilities

- Prepare and maintain activity and client records using Cinolla ensuring that they are updated regularly and secured correctly.
- Prepare in advance course registers and course materials for activity staff.
- Answer and action telephone call enquiries, transfer calls to the appropriate staff member.
- Take bookings and payments for courses on our CRM system.
- Maintain and action enquiries in the Outlook inbox.
- To be able to assist with social media posts for Cobnor Activities Centre Trust's to promote their course products and services.
- Provide administrative support to the office team.
- Perform day to day office administration functions.
- Ensure that feedback link is emailed to candidates after product courses.
- Check logbook and certificate stock levels and order in advance.

Person Specification

Role Specification	Essential	Desirable
A high level of interpersonal skills, team values and be able to develop their own capabilities and Continuous Professional Development (CPD)	✓	
To be able to work as part of a team and independently.	✓	
Ability to prioritise tasks and maintain a solution-focused attitude.	✓	
Hold A levels or equivalent	✓	
Able to demonstrate good logistic and IT skills, to include use of MS Excel, Outlook and Word.	✓	
Experience of taking bookings and payments through card machine and log on CRM.		✓
Experience of CRM (customers relations management) systems as well as basic knowledge of website and social media processes.	✓	
High organisational skills with an attention to detail and a methodical approach to work.	✓	
Ability to effectively liaise with staff, customers through excellent oral and written communication skills using phone and emails systems.	✓	
To be able to reflect the ethos of the Trust and uphold its mission and values.	✓	
Hold a full driving licence.		✓
Completion of the disclosure and barring service (DBS) process.	✓	
First aid qualified (training provided if qualification not held)		✓
To demonstrate an interest in outdoor education and adventurous activities.		✓