



Job Description: Administrative Assistant

KEY RESPONSIBILITIES:

- 1) **Website, social media, and student communications**
- 2) **Providing reception cover**
- 3) **Assisting with room hire for external clients**
- 4) **Supporting the team with various administrative tasks**

Website, social media, and student communications

The Admin Assistant will assist with updating the School's website with new courses and events, closing courses as enrolment ends. Regularly posting to our social media accounts, and replying to messages and comments received. The Admin Assistant will also check the shared inbox and reply to students and potential student queries, as well as using Mailchimp to put together information emails to students including information on joining our in-person courses, Zoom details, surveys, and other notifications.

The Admin Assistant will have responsibility for preparing and distributing the weekly Notices email to students using Constant Contact.

Providing reception cover

The Administration Assistant will cover reception at lunchtime and 4.30pm-6.30pm three days a week. This will involve greeting visitors and asking them to sign-in, answering the phone, and responding to room hire queries.

Assisting with room hire for external clients

The Admin Assistant will be trained in how our venue hire works, providing support to the General Manager when events are taking place at Mandeville Place and showing potential clients our rooms and facilities.

Supporting the team with various administrative tasks

- **Fellowship:** Keeping the Fellowship records up to date, administering invitations to join the Fellowship, and helping with organisation of the Annual General Meeting
- **IT:** Being a point of contact for Zoom setup and StreamYard queries, including weekly scheduling. Setting up new email accounts and communicating the details to users. Scheduling courses in our internal system

Hours

- Eight hours a day (inc. paid lunchbreak), Monday to Friday
- Three days per week to be 10.30am until 6.30pm. Some flexibility given around start and finish time on other two days, with needs of small team kept in mind
- Possibility of one day a week working from home once probationary period has passed
- Additional hours may be required during the first two weeks of each term, given later as Time Off in Lieu

Benefits

- 7% of gross salary employer pension contribution
- 28 days annual leave per year, plus bank holidays. Office closed between Christmas and New Year

Person Specification: Administrative Assistant

Experience - essential

- Good basic IT skills
- Confidence using social media, including creating engaging content
- Strong communication skills

Experience - desirable

- Some administrative experience

Qualities

- A positive attitude and a willingness to find solutions to problems
- This role would suit a person who is organised and able to schedule tasks ahead of time
- Patient, with a team-focussed attitude
- Confident working with members of the public
- An interest in working in the charity sector would be useful
- Ability to determine the appropriate style of communication in a given situation