

THE ORGANIC RESEARCH CENTRE – ELM FARM

OUTLINE JOB DESCRIPTION

JOB TITLE: ADMINISTRATIVE ASSISTANT (G2/3)

RESPONSIBLE TO: OFFICE & FACILITIES OFFICER

Specific individual responsibilities:

To undertake the generic principal duties and role requirements of an administrative assistant as set out on the following pages and specifically within this context to:

Office facilities and procedures

- a) Assist the Office & Facilities Officer with the day-to-day management of the office systems and facilities, helping to:
 - Ensure that all office facilities and services are kept orderly. Keep all public areas de-cluttered and tidy
 - Photocopy and file papers
 - Monitor and maintain stationery and refreshment supplies

- b) Assist the Office & Facilities Officer with the front of house and reception activities, helping to:
 - Provide reception cover; greet and sign visitors in/out, at all times
 - Take incoming phone calls and direct appropriately to departmental and staff extensions in a businesslike manner
 - Deal with e-mail and other enquiries from customers and the public, and pass onto the relevant department/individual efficiently
 - Be aware of organisational activities/services in order to provide informed first response to enquiries
 - Process post in and post out, including responsibility for franking machine, re-crediting when required
 - Arrange courier collections and deliveries when required

- c) Assist with the running of the Conference centre and external events, helping to:
 - Act as a point of contact for the ORC conference centre
 - Update the conference centre and meeting room booking calendars
 - Set up the conference centre and meeting rooms as directed by ORC staff members

- d) Assist with the organisation of internal events, helping to:
 - Provide support to the event organisers using the conference centre, including setting up, refreshments and clearing up
 - Arrange catering when required, and participate with lunch provision
 - Ensure a log of attendees is held at ORC, and registration of participants in advance
 - Ensure the Event Forecasting Calendar is kept updated with events organised

- e) Assist with the maintenance of the grounds, buildings and site, helping to:
 - Ensure the farmhouse kept tidy and organise cleaning on a regular basis

- Ensure bedding and laundry is washed regularly
- Update the Farmhouse Calendar and allocate rooms for interns and staff staying in the farmhouse, and assist with setting up rooms
- Assist with cleaning and maintenance tasks of offices, conference centre and pool car

f) Support staff, helping to:

- Supply admin support for staff within the ORC, as required
- Cover for the Office & Facilities Officer and other admin staff in their absence

Generic principal duties

- Attend staff and other meetings as requested
- Provide meeting, event and other assistance to the Office and Facilities Officer and other staff as required
- Undertake training to be able to continue meeting the requirements of this role and develop your potential as a member of ORC staff
- Any other duties that may be allocated by the Office and Facilities Officer, including responsibilities not listed above that may be allocated in the Annual Business Plan and/or agreed as part of annual appraisals

Administrative Assistant Personal Specification

ATTRIBUTE	Essential	Desirable
QUALIFICATIONS	<ul style="list-style-type: none"> • A good standard of education, with at least 5 GCSEs or equivalent 	<ul style="list-style-type: none"> • RSA Stage II Work Processing or NVQ2 in Business Administration (or equivalent) • RSA Stage III Work Processing or NVQ3 in Business Administration (or equivalent) • IT qualifications commensurate to post – e.g. CLAIT Plus etc
EXPERIENCE	<ul style="list-style-type: none"> • Using It systems and packages, in particular Microsoft Office • Responding to queries and simple problem solving • Setting up and maintaining manual and electronic filing systems • Diary management and appointment booking using manual and computerized systems 	<ul style="list-style-type: none"> • Experience of reception or customer facing work • Relevant administrative and IT experience • Practical experience of working in a busy office environment
SKILLS	<ul style="list-style-type: none"> • Computer literate with a working knowledge of Microsoft Office package • Office systems and procedures 	<ul style="list-style-type: none"> • Event organisation
PERSONAL QUALITIES	<ul style="list-style-type: none"> • Calm under pressure • Ability to work independently and as part of a team • Methodical organiser, with ability to prioritise appropriately • Motivated and flexible 	<ul style="list-style-type: none"> • To be able to contribute to the wider activities undertaken by ORC • Interest in organic farming/environment.
GENERAL ABILITY	<ul style="list-style-type: none"> • Willingness to travel occasionally within the UK 	<ul style="list-style-type: none"> • A good understanding of issues around confidentiality
ADDITIONAL REQUIREMENTS	<ul style="list-style-type: none"> • Additional hours at peak times • Occasional weekend duties 	<ul style="list-style-type: none"> • Own transport (public transport to site is limited)

Generic role description for Grade 3 post

ACTIVITIES	GENERIC ROLE REQUIREMENTS
1. COMMUNICATION	<p><u>Oral</u></p> <ul style="list-style-type: none"> • Frequently receive, understand and convey straightforward information in a clear and accurate manner • On occasions, receive understand and convey information that needs careful explanation or interpretation to help others understand eg explain procedures or regulations <p><u>Written</u></p> <ul style="list-style-type: none"> • Frequently receive, understand and convey straightforward information in a clear and accurate manner
2. TEAMWORK & MOTIVATION	<ul style="list-style-type: none"> • Participate in and deliver your contribution to a team and be cooperative when asked • From time to time, be supportive of and encouraging to others; help to build cooperation by setting an example; actively contribute to building team morale
3. LIAISON & NETWORKING	<ul style="list-style-type: none"> • Carry out standard day to day liaison using existing procedures to pass on information promptly • Keep people informed to ensure coordination of effort and that work is done effectively
4. SERVICE DELIVERY	<ul style="list-style-type: none"> • Respond to internal or external contacts requiring information • Respond to internal or external contacts requiring a service • Respond to requests and refer the customer to the right person if necessary • Perform routine tasks with set standards or procedures eg sending out information, completing forms
5. DECISION MAKING	<ul style="list-style-type: none"> • Take independent decisions that affect self and immediate colleagues only eg deciding when to hold a meeting • Contribute to collaborative decisions with colleagues or a manager about day-to-day matters
6. PLANNING & ORGANISING RESOURCES	<ul style="list-style-type: none"> • Plan, prioritise and organise your own work or resources to achieve agreed objectives
7. INITIATIVE & PROBLEM SOLVING	<ul style="list-style-type: none"> • Solve standard day to day problems by choosing between a limited number of options: following guidelines or referring to what has been done before • Recognise when a problem should be referred to others
8. ANALYSIS & RESEARCH	<ul style="list-style-type: none"> • Perform basic checks or establish basic facts and report any mismatch, failure or anomaly eg count stock levels
9. SENSORY & PHYSICAL DEMANDS	<ul style="list-style-type: none"> • Carry out tasks which require either learning certain methods or routines or involve moderate physical effort eg layout of tables and chairs for conference centre events
10. WORK ENVIRONMENT	<ul style="list-style-type: none"> • Work in a low risk, relatively stable environment eg office
11. PASTORAL CARE & WELFARE	<ul style="list-style-type: none"> • Show consideration to others and refer to relevant people if necessary
12. KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> • Apply knowledge typically acquired after a short period of practical training • Understand the use of established practice/procedure/techniques • Have sufficient knowledge or expertise to undertake day to day work without direct or continuous reference to others