

CENTRAL OFFICE ADMINISTRATOR: ROLE PROFILE

OVERVIEW

To provide administration support across the BWY.

ROLE TITLE:	Central Office Administrator
HOURS:	Full Time: 37.5 hours per week (or will consider proposals for job share.
SALARY:	£22,308 per annum for Full Time role
REPORTS TO:	Senior Administrator
REPORTEES:	None
LOCATION:	Remote work but preferred within one hour travel time of Sleaford for training. The successful candidate must have a suitable workspace to enable effective remote working. Computer equipment will be supplied.

MAIN DUTIES:

- Carrying out all admin duties conducted by Central Office. All team members will help and support each other to ensure all administration is provided effectively and efficiently.
- Maintaining the integrity of the database
- Dealing with queries from members, prospective members and Teachers via email and telephone
- Telephone membership renewals
- Creating, printing, logging and allocating Certificates for training completed.
- Manual booking/ transfer of event tickets on the website
- Registering training courses undertaken on Member records.
- Uploading web adverts such as training course adverts and assisting with day event adverts uploaded by the regions
- Updating database info for members, course info and certificate log
- Assisting members and supporting with activities such as uploading CPD records, teacher classes and general IT support
- Arranging IT or telephone support as required for members or other staff
- Admin support to our regional volunteers
- Responding to requests from regions and members for refunds
- Entering payment records on to the database for course registration fees

ESSENTIAL QUALIFICATIONS, EXPERIENCE & QUALITIES FOR THIS ROLE:

Qualifications and training

- GCSE Mathematics and English at grade 4 or above
- At least two years' experience in an administrative support role

Skills and experience

- Excellent communication skills both written and verbal
- Excellent customer service skills
- IT skills including proficient use of Microsoft Office programmes

Personal qualities

- Strong attention to detail
- Ability to work without supervision and prioritise own workload
- Strong planning and organisation skills and the ability to manage conflicting priorities
- Excellent time management skills
- Excellent team player
- Trustworthy