

JOB DESCRIPTION

DEPARTMENT: Central Services
JOB TITLE: Administrator
BAND: £20,820.80
DATE: December 2024

1. JOB PURPOSE

To provide effective administrative service to all organisational departments and to ensure that all administrative duties are carried out in line with business requirements. This role requires management of reception, exceptional people skills and a professional telephone manner. This is an office based role, due to the nature of the role we are unable to offer hybrid working.

To work as part of the central administration team to fulfil administration of:

- Interpreter bookings
- Room hire bookings
- Training enquiries and course enrolment
- Equipment services referrals and appointments
- Support facilities management
- Receiving complaints and following correct processes to ensure they are appropriately signposted.

2. PRINCIPAL ACCOUNTABILITIES

- a. To deal with general customer enquires in a timely manner in line with MSDP Policies.
- b. To be the first contact for the organisation when managing reception.
- c. The face of the organisation when managing reception.
- d. To be responsible for processing, inputting, and updating client records
- e. To ensure all referrals and monitoring data is processed in line with department guidelines and meets contractual obligations.
- f. To ensure that all information is processed, communicated, and stored to maintain effective levels of confidentiality in line with GDPR regulations.
- g. To process bookings for our Interpreter and Communication agency, and associated paperwork.
- h. To process bookings for room hire requests, checking room availability and ensuring room booking diary is kept up to date. Also ensure rooms are set up as per the booking request.
- i. To process training course applications and payments. Including preparation of all student paperwork, such as contracts, induction packs, letters
- j. To market course details with previous students & external businesses
- k. To be responsible for the sale and restock of Resources
- l. To ensure service knowledge and skill level are maintained to the highest standard by attending any relevant meetings and training
- m. Manage online diaries, bookings, client correspondence, and filing of documents for equipment services.
- n. To distribute, receive and record service feedback questionnaires.

- o.** Support with administration and calls relating to building compliance
- p.** To note take for Team Meetings
- q.** To undertake any other duties necessary by Management
- r.** To ensure you attend staff meetings.
- s.** Take responsibility to complete all compulsory training provided by the organisation.

3. KNOWLEDGE AND EXPERIENCE

Experience dealing with the public

IT/Computer and database skills are essential in order to utilise software to undertake the role

Ability to communicate effectively at all levels within the organisation as well as external organisations and clients.

Ability to prioritise own work and manage a busy workload.

Ability to work on own initiative and as part of a team.

4. RELATIONSHIPS

a) Supervisory responsibilities:

None

b) Supervision Received

The post holder will report to the Senior Administrator for support and guidance. The post holder will perform duties and training without direct supervision and must be able to provide advice and guidance on own initiative.

c) Other Contacts:

Contact with all Staff and Volunteers

d) Outside MSDP:

Contact with clients, students, and external contacts.

5. CONTEXT

a. Operating Environment:

The post holder will assist in the provision of advice for MSDP staff

Standard hours of work will be 35 hours a week Monday-Friday. However, there may be occasions or events during the evening or weekends, where you may be asked to work.

b. Frame Work and Boundaries

All Organisation Policies and Procedures

Health and Safety at work act 1974

All service contracts