

JOB DESCRIPTION FOR OFFICE & ADMIN SUPPORT

Your main responsibilities listed in your contract of employment are:

- To support and assist the Centre Director & Centre Administrator with a variety of tasks.
- To assist in the running the Centre office including:
 - To staff the Centre reception and shop
 - To welcome and attend to the needs of guests.
 - To identify and maintain sound office systems
 - To maintain the database of guests and supporters
 - To provide reports when required for the Trustees.
- To maintain and observe safe working practices and compliance with your employers approach to Health and Safety, observing the requirements of the Health and Safety at Work Act 1974.
- To undertake your duties with due diligence, to the best of your ability and to a high standard of timely completion
- To maintain a positive attitude towards your work, colleagues and clients, seeking to maintain a good relationship with your employer, colleagues and providing high levels of client service.
- To undertake all reasonable management instructions to the best of your ability
- To undertake other duties as required
- To maintain good levels of attendance and punctuality

JOB RESPONSIBILITIES FOR OFFICE & ADMIN SUPPORT

Whilst not exhaustive, the following is a more detailed summary of the areas of work expected to be undertaken by, or under the supervision of the Centre Director/Administrator:

Finance

Receipt and acknowledgement of income

Acknowledgement of donations

Identification and pursuit of potential sources of income

Public relations

Promoting and advertising the Centre and the work of the Trust

Ensuring that donors and other friends of the Trust are kept aware of activities

Fostering good relations with local churches and the village and community

Administration

Establishing and maintaining sound office systems

Responding quickly to mail, email and the telephone

Handling private and group bookings of accommodation

Compiling and maintaining database of guests and supporters

Caring for guests

Preparing properties for guests and providing for their physical needs

Welcoming guests and wishing them well as they leave

Maintaining attractiveness of the grounds and public areas

Stocking and organising the site shop

Providing information on local places of interest

Health and safety monitoring of guests and visitors