**Job description and Person Specification for Administration Assistant**

**Hours**24h ( Tuesday, Wednesday, Thursday and Friday)
Based at Hardy Street, Worksop

**Salary**£9.50 to £11 per hour DOE

**Date introduced/ Last Modified**August 2022

**Job Summary**Providing administrative support to the organisation, signposting clients and professionals to appropriate services, as part of the Admin team.

The role reports to the Admin Lead

**Responsibilities and Duties**

* Opening Mail Correspondence
* Taking inbound calls from Clients/professionals
* Controlling general and service specific enquiry emails
* Organising referrals from LMHTs and other professional bodies
* Maintaining accuracy of CRM system
* Organising self-referrals from clients
* Following referral correspondence pathway
* Managing room Bookings on new digital platform
* Stationary and purchase orders procurement and management
* Supporting with Building technical issues
* Any Ad hoc duties

**Person Specification**

* Ability to prioritise workload
* Practical approach to problems
* IT literate: good knowledge of Word, Excel and Data programmes.
* Experience using general office equipment: Laptops, Copier and Scanner.
* Good active listening skills
* Understanding of confidentiality
* Attention to detail
* Flexible approach to work
* Good oral and written communication
* Supportive and caring attitude
* Ability to keep calm and focused under pressure
* Ability to work independently and part of a team