

Administrative Assistant (Fixed Term Contract – Study Leave Cover)

PERSON SPECIFICATION

In considering applications we will be assessing the extent to which applicants' experience, qualifications and employment history equip them to undertake this post.

Applicants should be able to demonstrate the following PERSONAL COMPETENCES

- A high degree of self motivation and personal organisation
- A high standard of written and verbal communication and interpersonal skills.
- An open approach to working and thinking
- An ability to engage in team working as well as taking the initiative
- The ability to actively apply principles of equality of opportunity and diversity (including disability)

Applicants should also be able to demonstrate that they have the following KNOWLEDGE and SKILLS

- Proven experience in office administration
- Basic numeracy and clerical skill
- Competent IT skills as follows: Microsoft operating system and Office applications; Spreadsheets e.g Excel, word processing e.g Word for Windows, emails using Outlook, databases, e.g. Microsoft Access. Social media (e.g Twitter & facebook) and other web tools for example eventbrite and dropbox.
- Good telephone manner and communication skills
- Good co-ordination and organising skills

Desirable but not essential:

- A good understanding of equality and access issues and ability to apply that to all areas of the work
- Advanced IT skills; e.g. web content management systems.
- Knowledge of the contemporary Visual Arts
- Knowledge of quickbooks accounting package
- First Aid trained

Other essential requirements:

- Enhanced Check (Security Check by the Disclosure and Barring Service) is essential for this post. If not already obtained the company will undertake this process.
- Eligibility to work in the U.K. At interview you will be asked to bring some forms of identification to prove eligibility to work in the U.K.
- Flexibility to work away from home, evenings and weekends and ability to travel occasionally as required.

Applicants should have, or be willing to develop, skills in the following areas:

- Equalities Training (including cultural diversity and disability).
- Advanced IT skills
- First aid training
- Time management and finance

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT (Fixed Term Contract – Study Leave cover)

Job Title: Administrative Assistant
Responsible to: Operations Manager
Employed by: Craftspace's Council of Management
Salary/hours: Craftspace Band A2, point 16
The pro rata rate is £5575 for 12 hours a week spread equally over 2 days.
Contract: October 2017 until August 2019.

Job Purpose and Role:

This role was created in 2009 to enable and support the creation of an Operations Manager role out of a re-structured Administrator post. The Administrative Assistant is responsible for the smooth running of the office and providing overall administrative support for operations, exhibitions and projects as required. The Administrative Assistant also has responsibility for some clerical financial administration and some areas of policy development and monitoring including the environmental policy and action plan and volunteering.

Principle duties and responsibilities:

1. Financial administration

- 1.1 Overseeing or undertaking of routine financial administration: processing invoices, banking of monies and administering petty cash.

2. Maintaining an efficient office system, including IT:

- 2.1 Acting as first point of contact for all enquiries by telephone, email and social media. Answering the telephone and processing all enquiries as appropriate in line with organisation policies and procedures. Daily processing of external mail.
- 2.2 Maintaining IT support contract, implementing back up procedures, undertaking basic server and system administration, facilitating casual users and remote working by staff and occasional external users and troubleshooting workstation problems.

- 2.3 Establishing, maintaining and overseeing filing, archiving and other information systems, including information about training and using new technology where appropriate.
- 2.4 Monitoring, researching and reviewing suppliers to ensure cost effectiveness. Maintenance and purchase, as directed, of office equipment.
- 2.5 Ordering and maintaining of office stationery, exhibition packaging materials, publications and subscriptions.
- 2.6 Arranging insurance of equipment, premises and exhibits.
- 2.7 Servicing of meetings of the board and other groups convened to inform and facilitate the work of Craftspace, including overseeing the collation and distribution of papers.
- 2.8 Assisting with the preparation and production of reports and governance requirements. E.g annual returns to statutory bodies and funders. Being responsible for collection, collation and reporting of visitor attendance, participation and on-line data and statistics.
- 2.9 Assisting the Operations Manager with fundraising activities and systems including research, relationship management, producing information and data collection and analysis.
- 2.10 Making travel arrangements for all members of staff as required.
- 2.11 Taking and circulating minutes at fortnightly staff meetings.
- 2.12 Administration of DBS (Disclosure & Barring Service) checks and keeping up to date with information, requirements and changes to legislation.

3. Working to ensure the smooth-running of exhibition tours and projects, liaising with venues, customers and makers in accordance with existing and developing administrative systems.

- 3.1 Compilation of exhibition, publicity and other information packs and overseeing their despatch to agreed timetables.
- 3.2 Ensuring and overseeing effective systems for re-stocking items and administration of sales from tours.
- 3.3 Revising, maintaining and monitoring effective booking and evaluation systems for exhibitions.
- 3.4 Developing contacts and liaising with venues and visiting them when necessary to undertake condition checks if required.

- 3.5 Administering the return of exhibitions from touring, including arrangements for transport, in consultation with the Programming team.
- 3.6 Administration of procedures relating to damage of exhibits in consultation with the Programming team.
- 3.7 Assisting the Programming team in research and development tasks and organisation of activities as required.

4. To work as a member of and in full co-operation with the Craftspace team to maximize the success of Craftspace's activities.

- 4.1 All staff have a role in implementing different elements of Craftspace's marketing strategy internally and externally. (See marketing strategy).

The role of this post in relation to marketing is to work collaboratively with the Marketing Assistant to maintain and update social media sites as well as the content management system to update the website. This post is responsible for forwarding opportunities to people signed up to this service (e.g artists opportunities).

- 4.2 Actively pursue and develop all duties and responsibilities in accordance with Craftspace's Diversity and Equal Opportunities policy, Health and Safety policy (including Safeguarding), Data Protection policy, core values (including those in relation to disability).

This post has named responsibility for aspects of the Health and Safety policy with regards to the office environment (see policy). This post may be required to be the first aider for the organisation.

Craftspace endeavours to meet its obligations in relation to the Race Relations Amendment Act, Disability Discrimination Act, 1995 and Data Protection Act. Employees are required to carry out their duties in accordance with organisational commitments and plans.

- 4.3 Work as part of a team and contribute to the viability, strategic planning and development of the organisation as a whole (see Strategic Plan). This post is responsible for some areas of policy development and monitoring including the environmental policy and action plan and volunteering.
- 4.4 Be willing to undertake training (particularly Disability and Race Equalities Awareness, Health and Safety and Safeguarding training)

as required and any other duties as directed by the Director or Council of Management.

CONDITIONS OF SERVICE

Craftspace staff are employed on conditions of service based on those of the National Joint Council for Local Authorities, Administrative, Professional, Technical and Clerical Services (APT & C).

The position is based at the Craftspace office in the Custard Factory, Digbeth in Birmingham. The ability to travel and work away from the office base from time to time is also required.

The salary for this part time post is £5575 per annum for 12 hours a week. Full time staff work a 37½ hour week. This post is for 12 hours per week, spread equally over 2 days. Core office hours are between 10.00am and 4.30pm during which time all staff are expected to be at work. Hours include an unpaid half an hour for lunch. Starting and finishing times to complete full daily hours is flexible between the hours of 8.30am and 6.00pm.

Staff should expect some evening and weekend work. No overtime is payable but time off in lieu may be taken in consultation with line manager.

Annual paid holiday entitlement is 25 working days for full time employees together with normal bank holidays and four additional non statutory days. This is calculated on a pro rata basis for part time or fixed term contract staff.

Craftspace operates a group personal pension scheme in accordance with auto enrolment regulation.

There will be a six month probationary period with a review meeting followed by annual appraisal and regular supervision.

One calendar month's notice must be given by employer and employee.

Applicants should note that Craftspace offices are non-smoking.

Craftspace endeavours to promote and practice equality of opportunity by employing people on the basis of their ability to do the job in question, irrespective of gender, race, age, religious creed, sexual preference, marital status, social origin or disability.