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**JOB DESCRIPTION**

**Job Title: Administrator**

**Responsible to: Project Manager / Centre Manager**

**Salary: £9.50/hour**

**Hours:** *30 hours per week*

**Mon, Tues, Thurs 9am – 3pm**

**Weds 9am – 1pm**

**Fri 9am-5pm**

**Date: August 2021**

**Role Summary**

The administrator provides effective administrative support to ensure smooth and efficient running of the centre and excellent customer service.

**Duties and responsibilities**

**Key Area: General Administration**

* Meet and greet customers & visitors and direct them to the correct area and instructor(s)
* Answer all enquiries (phone, email, website & social media) where appropriate – or forward to relevant staff member
* Keep the reception area & admin office tidy
* Manage all incoming and outgoing correspondence associated with the role
* Prioritise urgent enquiries/emails at busy times

**Key Area: Centre & Activities**

* In conjunction with the Centre Manager, populate Booking Live and All-Aboard’s website with session/course/activity dates
* Preparation of session registers for Instructors
* Manage booking system (Booking Live) and assist customers with bookings as required
* Ensure that completed session registers are input into Booking Live in a timely manner
* Collation of participation figures and associated reporting as required
* Support Centre Manager to keep the staff, instructor and volunteer database (and associated documentation) updated
* As directed by the Centre Manager, order resources for courses and manage stock control of these resources (monthly stock take)
* Have excellent knowledge of All-Aboard’s activities and courses to enable you to give customers accurate information, advice and guidance on available courses and activities
* Support Centre Manager in allocating volunteers as required

**Key Area: Health & Safety**

* Carry out weekly fire alarm tests
* Support Centre Manager to ensure annual H&S checks are completed i.e. fire extinguisher checks, PAT testing, etc.
* Support Centre Manager to induct new staff and volunteers into to building (ensuring opening up / locking up procedure is clearly explained) as required

**Other duties:**

* Assist with event management
* Take occasional payments over the phone / in person / electronically
* Oversee the loan of equipment, ensuring all paperwork is completed as required
* Report and action customer feedback
* Attend weekly team meetings & Trustee meetings as required

**Additional Responsibilities**

* To adhere to all the policies and procedures of the organisation
* Comply with the Centre’s Health & Safety policy
* Comply with the Centre’s Equality & Diversity policy
* Maintain working knowledge of the policies and regulations governing the Centre
* Comply with the data security requirements and procedures at all times and process data in line with the General Data Protection Regulations 2018
* Be prepared to occasionally carry out work outside of your contracted / normal working pattern i.e. evenings or weekends
* Any other duties that can reasonably be expected in a post of this nature.