

Job Description & Person Specification Administrator - Hebden Bridge Town Hall

Responsible to:	Trustees of Hebden Bridge Community Association
Line manager:	Executive Director, Hebden Bridge Community Association
Responsible for:	Not Applicable
Salary	Based on £15,000 pa – calculated pro-rata based on a 37.5hr FTE <i>(a more experienced candidate may attract a higher salary)</i>
Hours	Part-time, 16 hrs/wk – some evening and weekend work may be necessary <i>(this is a new post so we plan to review the hours of work: 16 is the starting and expected minimum hours throughout)</i>
Term	This post is for an initial 12 month fixed-term contract
Purpose of job:	Responsible for providing administrative support to the organisation's staff team: Executive Director, Events Co-ordinator and Facilities Co-ordinator and to our Finance staff. You will ensure our administration runs smoothly.

Responsibilities:

- Maintain, and establish as necessary, appropriate administrative and record-keeping in respect of both hard-copy and electronic formats for all aspects of the organisation as directed by colleagues. This will include but is not limited to: room bookings, business tenant and associates agreements, central records for the building, HR and financial records.
- Assist in the maintenance of the bookings diary as directed by others
- Provide office support functions in respect of telephone calls and messages, personal callers to the office and signage around the building
- Provide support to the Volunteer Receptionists to ensure that they have appropriate information to effectively undertake their role
- Undertake reception duties on the rare occasions when Volunteers are unavailable and / or providing reception services at occasional events and times when Volunteers would not normally be available
- Ensure that stationery, office equipment, materials and sundry items are adequately stocked for the organisation's needs and replenish as necessary
- Assisting colleagues in room set-ups, moving tables, chairs and other equipment to match the requirements of clients
- Housekeeping: ability to carry out a range of housekeeping duties as the need arises
- Undertake other office duties from time-to-time commensurate with the post: as directed by our Executive Director, Events Co-ordinator or Facilities Coordinator on a day-to-day basis



**Hebden Bridge Community Association
Administrator - Hebden Bridge Town Hall
Person Specification**

Detailed below are the skills, experience and knowledge required for the post. The “Essential Requirements” indicate the minimum requirements, and applicants lacking these attributes are less likely to be considered for the post. “Desirable Requirements” are additional attributes to enable the applicant to perform the position more effectively or with little or no training and may be used to distinguish between acceptable candidates.

In addition, success in this post will be determined by the vision, interest and determination candidates demonstrate in relation to the work of HBCA

Skills	Ess	Des	MOA
1. Excellent interpersonal skills	✓		I
2. Excellent written and oral skills	✓		A/I
3. Excellent level of IT skills; including Word, Excel, Email, CMS and databases	✓		A
4. Ability to respond flexibly and calmly to new and unexpected situations	✓		A/I
5. Excellent decision making skills	✓		A/I
6. Good problem solving skills	✓		A/I
7. Excellent organising and administrative skills	✓		A/I
Experience/knowledge			
1. Experience of Customer service and complaints	✓		A/I
2. Experience of working with private, public and third sector		✓	A/I
Behavioural and related characteristics			
1. An enthusiasm for community engagement	✓		A/I
2. Ability to inspire loyalty and good teamwork	✓		A/I
3. Flexible approach to working times	✓		A
4. Willingness to adopt a hands-on approach	✓		A/I
5. Ability to respond to direction from multiple colleagues	✓		A/I
6. Honesty and integrity	✓		A/R

Key (MOA = Method of Assessment)

A –Application

I – Interview

R – References (specifically – though referees are invited to comment on all or any of the items in this person specification)

April 2017