



JOB TITLE: Office Administrator

REPORTING TO: Operations Manager

WORKING WITH: Operations Manager, Programme Managers, Project Leads, Project Co-ordinators

SALARY RANGE: £20,500 - £23,000 per annum (dependant on skills, knowledge and experience)

1.

JOB SUMMARY

As a competent Office Administrator, you will be required to carry out administrative duties for the Centre. The ideal candidate will be a hard-working professional able to take ownership of a variety of office support tasks and work diligently under pressure. This person will be comfortable working with a high degree of attention to detail and discretion.

2.

INTRODUCTION AND OVERVIEW

The Centre for Leadership Performance (CforLP) is a not-for-profit organisation working to support the growth of leadership capability across Cumbria. Our mission is to develop Cumbria's leaders for today and tomorrow. We work from primary to boardroom in our approach to leadership development. Our philosophy and approach is that leadership is a behaviour that we can all demonstrate. We develop and carefully project-manage innovative programmes, working hand in hand with businesses and schools and young people to encourage and nurture leadership within individuals, organisations, and communities, working at all levels and across sectors.

As our Office Administrator, you will have the following skills:

- Computer literate with basic to intermediate IT and keyboard skills with knowledge of Word, Excel and database programmes.
- Demonstrable experience using a Client Relationship Management system (CRM).
- Excellent administration / organisational skills.
- Ability to work to set deadlines and service levels.
- A good team spirit with proven team working skills.
- Excellent communication skills.
- A good attention to detail.
- Confident and self-motivated with the ability to manage own time and workload to ensure tasks are delivered in a timely fashion.
- Working with initiative and taking ownership for workload and to see tasks through.
- Excellent communication and interpersonal skills.

This is a small and busy team, and the post holder will need to be responsive to changing stakeholder needs, manage conflicting demands and roll their sleeves up on a regular basis.

3.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1	Receive and respond to email messages including managing the Info@ email inbox
	2	Input information into the CRM system and produce reports as requested including: <ul style="list-style-type: none"> • Uploading companies, contacts, leads and tasks for the team; • Monitoring website sign-ups and actioning as appropriate; • Cleansing data
	3	Perform research as required highlighting any potential opportunities for our primary, secondary, early careers and workplace workstreams
	4	Create and add content to website / social media as required
	5	Maintain digital filing system (document control)
	6	Minute taking and diary management including scheduling meetings as and when required and preparing the necessary reports
	7	Create and maintain a training matrix for staff – inc. arranging and logging training for the team
	8	Providing financial support for the Finance Director including invoices / timesheets / purchase orders
	9	Creating newsletters in Mail Chimp and setting up surveys in Survey Monkey – and conducting analysis including production of graphs
	10	Producing standard business templates – Word, PPT etc.
	11	Supporting the volunteer management process
	12	Research (making phone calls/internet searches)
	13	Putting packs and resources together and doing the admin for events (booking forms etc.)
	14	Supporting the Operations Manager with induction of new staff members
	15	Supporting the Programme Managers as required on a weekly basis, including uploading of resources to various platforms and regular checking of actions being completed
	16	Ensure all hospitality is arranged for meetings / training including coffee/tea/water refreshments, biscuits / lunch as required – for both internal and external meetings/events
	17	Carry out administrative tasks when required and in a timely fashion, including scanning, photocopying, dealing with visitors, stock control of stationery, maintaining kitchen and office supplies to ensure constant supply, recycling, keeping office areas tidy
	18	Contact clients and stakeholders via email and phone

	19	Conducting weekly H&S inspections with the Operations Manager
	20	Follow all the organisation's policies and procedures
	21	Ensure confidentiality is maintained at all times

4. GENERAL

Other Duties – we are a small and busy team and the duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post.

Contract details – full-time, 25 days holiday plus 8 bank holidays.

Policies and Procedures – The post holder is required to adhere to CforLP policies and procedures including current DBS and safeguarding requirements.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with CforLP's health and safety policies and procedures.

Whilst the Centre can offer flexibility (where appropriate), the expectation is that this role would be predominantly based in the centre at Cockermonth during core hours in order to provide support to the team on a daily basis.

To apply for this job please forward your CV with a covering letter describing how you meet the specification and why you think you would be a good fit for the post to: Heidi.clements@cforlp.org.uk

If you would like to arrange an informal chat about the role then please contact our Operations Manager, Heidi Clements: heidi.clements@cforlp.org.uk