

Job Description - Administrative Assistant



Reports to: Operations Manager

Location: Bristol

Contract: Permanent, 0.8

Salary: £23,000 pro rata

Benefits: CPD opportunities, 28-days holiday plus bank holidays (pro rata), pension, employee assistance programme, flexible working

Job Summary

This position will contribute to the effective running of the Open Up Music programmes and office, providing high quality, effective, efficient and confidential administrative and financial support.

Key Tasks

Administrative

- Provide administrative support to the Open Up Music team
- Be the first point of contact for programme enquiries, monitoring the programme email accounts, responding to enquiries or referring to relevant team members
- Provide administrative support to our programmes, including emails, booking/application forms, information gathering, confirmation paperwork, agreements and invoices
- Maintain records on the CRM system and spreadsheets, ensuring they are accurate and up to date
- Organise logistical requirements for meetings, training sessions and events, including organising any kit required, preparing resources, room bookings and catering requirements
- Book travel and hotel accommodation, as required
- Take and distribute meeting minutes, where required
- Order office supplies, programme materials and equipment, liaising with suppliers
- Manage equipment loans and keep an up-to-date inventory of equipment
- Prepare and monitor invoices and provide bookkeeping support
- Respond to letters and emails delegated by members of Senior Management
- Answer the office phone and respond to enquiries, or pass on to relevant team member

- Receive, sort and distribute mail and be responsible for errands to the Post Office
- Provide general support to visitors to the office

General

- Take part in and support evaluation processes
- Attend team, staff and other meetings as required
- Work in accordance with policies, procedures, aims, objectives and values
- Undertake training as required
- Undertake any other duties commensurate with the post
- Some out of hours work may be required

Key Skills & Experience

Essential

- Excellent communication skills, both verbal and written, able to work with people across a wide range of levels and responsibilities
- Strong interpersonal skills, able to deliver excellent customer service
- Attention to detail and excellent organisation skills
- IT skills on email, Google Docs and Sheets/Microsoft Excel and Word
- Fluent with conducting internet searches and basic research, presenting information clearly
- Able to plan work effectively, to meet deadlines and targets
- Good maths skills and some knowledge of financial processes
- Excellent teamwork skills
- A flexible, proactive approach to work
- Able to identify problems and suggest ways to improve the way we work
- Able to deal sensitively and appropriately with confidential information

Desirable

- Experience with a CRM system
- Experience of minute and note taking
- Experience of working with educational establishments

Special conditions

The successful candidate will be required to complete an enhanced DBS check for the Child Workforce.

Note

This description is not intended to establish a total definition of the job, but is an outline of the main duties.