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**Administrator**

**Job Description**

**Full time:** 35 hours a week

**Working Hours:** 7 hours per day, Monday to Friday

(9.00am – 5.00pm including a 60 minute unpaid lunch break)

**Location:** BCPC office, 1 Trim Bridge, Bath BA1 1HD

**Salary:** £17,000 - £19,000 per annum

**Line Manager:** BCPC Office Manager

**Summary:** The office lies at the heart of the BCPC provision of services and support, the post-holder will be responsible for contributing to its smooth running.

# OVERALL PURPOSE

Assisting the Office Manager in the day to day running of the office, premises and administration. Responding to teaching staff requirements and student and graduate needs. Acting as a point of contact for the public.

**MAIN DUTIES AND RESPONSIBILITIES**

Under the direction of the Office Manager

* Responding to queries – email, phone, letters
* Responding to queries in person at office hatch
* Course administration including enrolment
* Library duties
* Maintaining & updating records
* Additional tasks to ensure the smooth running of the building including some practical tasks
* Monitoring and ordering refreshment, office and maintenance supplies
* Membership – renewals, mailings and general support
* Website – administer the day to day updates of the existing website
* Photocopying, scanning, printing, filing
* Conferences and events – assist in organisation and occasional attendance/support out of office hours
* Taking minutes – committee meetings and academic boards (occasionally out of office hours)
* Act as additional administrative link/support for our collaboration with Middlesex University via our link tutor.
* Database – keep the member/student database up to date, including data and queries
* Updating reference materials including proof reading
* Administering the room booking system
* Acting as First Aider
* Any other related tasks

**Person Specification**

**Essential**

* Demonstrable experience working in a busy office
* Education to GCSE standard or equivalent including English & Maths
* Demonstrable experience of office systems and processes
* Demonstrable experience of working with database applications
* Able to multi-task, prioritise tasks and work under pressure to meet deadlines
* Able and willing to instigate improvements to systems and processes - we are looking for a pro-active person
* Excellent communication skills, both written and spoken, dealing with a variety of audiences - letter and e-mail writing as well as answering and making telephone calls is a central aspect of the role
* Working knowledge and experience of Microsoft Outlook
* Excellent attention to detail and accuracy of work
* Excellent working knowledge of Microsoft Word including Excel
* Able to work on own initiative with minimal supervision
* Willing to work alone in the building at times
* Able to adhere to the professional ethos of BCPC
* Good team member willing to collaborate
* Able to adhere to the need for confidentiality
* Flexibility to attend occasional conferences and weekend events

**Desirable**

* Experience of working in administration within an educational setting
* Experience of Minute taking