



Administrator Job Description

- Hours:** 14 or 21 hours a week – Wednesday, Thursday & Friday **or** Thursday and Friday (9.00am – 5.00pm including a 60 minute unpaid lunch break) – to be discussed
- Location:** BCPC office, 1 Trim Bridge, Bath BA1 1HD
- Salary:** £19,000 pro-rata 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

- Dealing with phone enquiries
- Responding to emails & written queries
- Responding to in-person queries at office hatch
- Course administration including enrolment
- Updating and maintaining the website
- Updating and maintaining the student/member database
- Membership – renewals, mailings and general support
- Photocopying, scanning, printing & filing
- Conferences and events – assist in organising plus occasional attendance/support out of office hours
- Taking minutes at committee meetings and academic boards (occasionally out of office hours)
- Acting as additional administrative link/support for our collaboration with Middlesex University via our link tutor.
- Updating reference materials including proof reading

- Administering the room booking system
- Monitoring and ordering refreshment, office & maintenance supplies
- Acting as First Aider
- Additional tasks to ensure the smooth running of the building including some practical/maintenance based tasks
- Any other related tasks as required

Person Specification

Essential

- Demonstrable experience working in a busy office
- Education to A-Level standard or equivalent
- 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