

August 2019

JOB PROFILE

Job Title: **Office Assistant**
Contract: **6 months Fixed Term Contract; flexible hours between 20 - 25 hours per week***
Location: **Tonbridge**
Responsible to: **Executive Assistant & Office Manager**

Overall Purpose of the Role:

Assist the Executive Assistant & Office Manager with the smooth operation of the office, by providing support for maintaining the facilities, managing supplies, undertaking reception and telephone answering duties, helping to ensure that security, maintenance and Health & Safety requirements are met, and undertaking general administrative duties as required.

Key Contacts:

- Internally – all employees, line managers and members of the Executive Committee
- Externally – depositors, shareholders, borrowers and all contacts

Other Requirements:

There may be the occasional need to work longer hours in respect of events, meetings or helping with property issues.

**This role is part time (20 – 25 hours per week) and Charity Bank can offer a flexible working pattern with the weekly hours worked Monday to Friday either 4 or 5 hours per day but covering the core hours of 10am – 2pm. For example, 9:30am – 3:00pm with a half hour unpaid break. Please advise us of your preferred work pattern in your covering letter.*

Key Accountabilities:

- Provide assistance to the Executive Assistant & Office Manager in support of business needs and the smooth operation of the office.
- Provide support with office supplies, including stationery, equipment, staff refreshments and sundries. Monitor stock levels and arrange ordering, delivery and distribution as required.
- Open and distribute post in a timely manner (dependent on delivery from Royal Mail). Frank post accurately and according to staff instructions, ensuring post is ready for collection by Royal Mail in the afternoon.
- Provide support for maintenance of the facilities helping to ensure that security, maintenance and Health & Safety requirements are met. Administer security of property and guests.
- Assist with general office tasks for the business including ensuring that the photocopiers have sufficient paper, shredders are emptied, archiving and retrieval of documents/boxes, recycling etc.
- Undertake manual handling tasks. Includes, but is not limited to, the moving and lifting of stationery, archiving boxes, marketing material. Must be able to lift loads and carry them short distances.
- Moving furniture between meeting spaces (chairs and tables), moving partitions and following detailed room set up plans
- Assisting with catering arrangements: carrying food items and clearing away
- Provide support with the preparation of reports and other documents to meet deadlines set by the Office Manager.
- Book couriers and deal with deliveries including unpacking boxes
- Answer door and car park entry system and deal with access queries.
- Help with meeting room arrangements, moving tables and chairs where required, clearing meeting rooms before/after use and ensuring the reception area is kept tidy.
- Answer telephone calls professionally, taking messages where required and relaying them accurately.
- Meet and greet guests to the office.
- Undertake general administrative tasks as required by wider team.

PERSON PROFILE

Job Title: **Office Assistant**

	Essential	Desirable
Experience	<ul style="list-style-type: none"> Proficient computer user including Microsoft Outlook Highly motivated work ethic Communication skills with a confident telephone manner 	<ul style="list-style-type: none"> Office work experience
Attainments	<ul style="list-style-type: none"> Educated to GCSE level (or equivalent) to include qualifications of A – C grades in Maths and English 	
Special Aptitudes	<ul style="list-style-type: none"> Good written and verbal communication skills – clarity and accuracy Experience of Word and Excel desirable Willing to learn Demonstrate flexibility and adaptability to juggle a range of different tasks Practical Reliable in attendance and have a desire for achievement Have physical fitness and resilience as this role involves manual handling and physical movement of equipment and boxes. 	<ul style="list-style-type: none"> Ethical approach Understanding of manual handling requirements
Disposition	<ul style="list-style-type: none"> Understanding and administration of Confidentiality issues and the use of discretion Good attention to detail Personable and confident in manner Proactive team player Professional and personal presentation 	<ul style="list-style-type: none"> Initiative Team player Conscientious
Thinking Style	<ul style="list-style-type: none"> Well organised Detail conscious Punctual and reliable 	
Motivation	<ul style="list-style-type: none"> Derives satisfaction by achieving results 	