

## **Job Description**

<b>Job Title:</b>	<b>Office Assistant</b>
<b>Reports to:</b>	<b>HR</b>
<b>Salary:</b>	<b>£20400 pro rata</b>
<b>Hours</b>	<b>28 hours</b>
<b>Duration</b>	<b>Subject to continuous funding</b>

### **Job Purpose**

To ensure effective reception and administrative support to guarantee the smooth running of the office. Ensure proper flow of office procedures, and support the programmes by carrying out common office duties. Maintain a positive and friendly company image by acting as the first line of contact to visitors, customers, and vendors in person, online, and via telephone.

### **Key Responsibilities**

#### **a) Reception**

- Answer phones and transfer to the appropriate staff member
- Serve FORWARD's customers by providing information; answering questions; forwarding messages; confirming the support of external queries; keeping others informed.
- Take and distribute accurate messages.
- Greet the public and clients and direct them to the correct staff member.
- Coordinate messenger and courier service.
- Maintain office schedule by organising picking-up and delivering items when required.

#### **b) Office administration**

- Ensure the reception area, meeting rooms and office as a whole is maintained as a presentable client-facing environment.
- Placing Stationery/refreshment orders as and when required
- Manage office cleaning, ensuring the cleaners are working effectively
- Monitor and Maintain stocktakes on supplies to workstations, refreshments/Stationery and cleaning products.
- Forward information by receiving and distributing communications; collecting and mailing correspondence; copying information.

- Maintain equipment by completing preventive maintenance; troubleshooting failures; calling for repairs; monitoring equipment operation; monitoring and purchasing meter fund
- Update job knowledge by participating in educational opportunities and training as necessary.
- Work on manual and computerized office systems; filing and maintaining databases.
- Undertake general office duties, including dealing with post, faxes and internal and external e-mail enquiries; drafting and sending standard letters as requested.
- Photocopying and collating papers and mailings; arranging for documents to be printed/bulk printing arrangements.
- Provide basic level ICT support to the organization, in liaison with IT.
- Assist with the taking of minutes and notes at meetings when necessary.
- Support logistics for internal meetings and equipment and others as necessary.

**c) Resources**

- Maintain supplies by checking stock to determine inventory levels.
- Ensure that resources are filed and stocked appropriately maintaining easy access to resources for all
- Coordinate and deal with resources request ensuring that they are posted and delivered when necessary as requested by programme staff and or clients.

**d) General responsibilities**

- Undertake any general enquiry work; advice and support where needed
- Comply with FORWARD's Equal Opportunities and Health and safety policies
- Abide by organisational policies, code of conduct and practices.
- Attend relevant training in order to fulfil the requirements of the job.
- Undertake any general enquiry work; advice and support where needed
- Comply with FORWARD's Equal Opportunities and Health and safety policies
- Abide by organisational policies, code of conduct and practices.
- Attend meetings internally and externally as and when requested.
- Be proactive in keeping *up* to date with developments affecting your work by improving personal competence through professional development
- Maintain high standards of conduct and personal integrity through example and practice.
- Adhere to ethos and spirit of FORWARD and promote an organizational culture that embraces diversity; transparency and participation as a core value.
- Support diversity and equality of opportunity in the workplace.
- Carry out other associated duties as may arise, develop or be assigned.

The above job description reflects the position at the time of writing; it is not intended to be a task list but indicates the general level of work involved. It is expected that duties will be reviewed and revised as required.

### Person specification- Office Assistant

CRITERIA	Essen tial	Desira ble
<b>EXPERIENCE</b>		
Two years' experience of working effectively on a similar Admin, Office or receptionist role	√	
Previous experience on Office management is beneficial.	√	
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<b>SKILLS &amp; ABLITIES</b>		
The ability to perform adequately on Office administration skills - Scheduling, Telephone Skills, Typing, Documentation Skills, Meeting Planning, Verbal Communication, Written Communication, Dependability, Attention to Detail, Administrative Writing Skills.	√	
Excellent written and verbal communication skills in English.	√	
Excellent customer service skills and problem solving ability.	√	
Excellent time management and the ability to prioritise workload and keep a level head under pressure.	√	
Good working knowledge of MS Microsoft Office package to an upper intermediate level mainly Word, Excel and Outlook.	√	
Strong organisation skills along with being proactive and excellent attention to detail.	√	
A team player, able to work in a collaborative way	√	
<b>KNOWLEDGE</b>		
Good working knowledge of MS Microsoft Office package to an upper intermediate level mainly Word, Excel and Outlook.	√	
Basic knowledge and interests on the rights of women and girls.	√	
Knowledge of accountability issues including value for money, good practice and processes.		√
<b>QUALIFICATION/OTHER REQUIREMENTS</b>		
Good GCSE English and Maths or equivalent.	√	
Any courses in MS Computers or Typing would be an advantage.		√
Business College or High School Diploma training an advantage.		√
Commitment to the values and vision of FORWARD in respect of the campaign against FGM and the campaign to secure the human and sexual rights of African woman and girls.	√	