

### Job Description

<b>Job Title:</b>	<b>Office Assistant</b>
<b>Reports to:</b>	<b>HR</b>
<b>Salary:</b>	<b>£20,400 pro rata</b>
<b>Hours</b>	<b>28 hours</b>
<b>Duration</b>	<b>1 year subject to continuous funding</b>

### Job Purpose

FORWARD is a growing organisation that needs a reliable, organised Office Assistant to manage the day-to-day smooth administrative aspects of running the office and supporting programme staff. You will be the first line of contact for visitors, clients and vendors in person, online, and via telephone. The successful applicant will have a positive attitude, a desire to work efficiently, and excellent client-facing communication skills. This job may include some overtime as well as occasional weekend work. We are looking for someone who can operate effectively with little or no supervision and who can manage multiple tasks at once without becoming overwhelmed.

### Key Responsibilities

#### a) Reception duties

- Answer phones and transfer to the appropriate staff member
- Serve FORWARD's customers by providing information; answering questions; forwarding messages to the appropriate staff member;
- Take and distribute accurate messages
- Greet the public and clients and direct them to the correct staff member
- Coordinate messenger and courier services

#### b) Office administration

- Ensure the reception area, meeting rooms and office as a whole is maintained as a presentable client-facing environment
- Manage office cleaning contract
- Forward information by receiving and distributing communications; collecting and mailing correspondence
- Maintain equipment by completing preventive maintenance; troubleshooting; coordinating repairs; monitoring equipment operation

- Photocopying and collating papers and mailings; arrange for documents to be printed/bulk printing arrangements
  - Undertake general office duties, including dealing with post and internal and external e-mail enquiries; drafting and sending standard letters and emails as requested
  - Assist with the taking of minutes and notes at meetings when necessary
  - Support logistics for internal meetings as necessary
- c) Maintaining resources and supplies**
- Maintain office supplies by checking stock to determine inventory levels. Monitor and maintain stock takes on office supplies refreshments/stationery and cleaning products
  - Ensure that resources are filed and stocked appropriately maintaining easy access to resources
  - Coordinate and deal with resource requests ensuring that they are posted and delivered when necessary as requested by programme staff and or clients
- d) ICT and Office Equipment**
- Provide basic level ICT support to the organisation, in liaison with the external ICT support services and the Head of UK Programmes & Operations
  - Act as the first point of contact for staff's ICT queries
  - Ensure that all office equipment is in working order at all times
  - Ensure proper liaison with the IT support service and other IT consultants where necessary to ensure management of the office computer network, PCs, website, software, anti-viral systems and related IT issues
  - Add new users to the IT system and manage staff access to IT support
  - Oversee the backup of the server and manage rotation of off-site copies
  - Ensure that all equipment in the office is running well and that any necessary dealings with 3<sup>rd</sup> parties is managed in an efficient manner
- e) Database management**
- Manage FORWARD's electronic Database and ensure that data is updated regularly in line with existing regulations
  - Work on manual and computerised office systems; filing and maintaining databases
  - Provide assistance with the collection, evaluation, analysis, reconciliation, validation, management and identification of electronic data and records
  - Manage contacts according to the policies in place
- f) External/Internal Meetings and Events**
- Provide assistance with FORWARD meetings, Trustee meetings, conferences, training seminars and other events, including arranging dates and venues; organising refreshments, catering and other requirements; taking bookings and dealing with enquiries
  - Assist with the taking of minutes and notes at meetings
  - Help organize travel by booking accommodations and reservations needs as required
- g) 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
- 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 the ethos and spirit of FORWARD and promote an organisational 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

### **Confidentiality clause**

All staff have a duty of confidentiality to FORWARD, which exist in Common Law.

FORWARD has a duty to maintain strict confidentiality in relation to information and the whereabouts of its users, and keep safe and secure all information given to its staff in the course of their duties. This applies not only during the course of employment but also after termination of employment. This confidentiality clause covers such matters as knowledge of FORWARD's business, information on our users, business contacts and policies & procedures.

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

### Skills and experience

<p><b>Qualifications</b></p> <p><b>Experience Essential</b></p> <p><b>Skills Essential</b></p>	<ul style="list-style-type: none"> <li>• Bachelor’s degree or Diploma is preferred</li> <li>• Any courses in MS Computers or Typing would be an advantage</li> <li>• Two years’ experience of working effectively in a similar Admin, Office/ reception role</li> <li>• Previous experience of Office management or customer service experience is essential</li> <li>• The ability to perform adequately: Office administration skills - Scheduling, Telephone Skills, Documentation Skills, Meeting Planning, Dependability</li> <li>• Typing speed: minimum 60 WPM with 90 percent accuracy</li> <li>• Attention to Detail, Administrative Writing Skills</li> <li>• Excellent written and verbal communication skills in English</li> <li>• Excellent customer service skills and problem solving ability</li> <li>• Excellent time management and the ability to prioritise workload and keep a level head under pressure</li> <li>• Strong interpersonal communication skills and good work ethics</li> <li>• Good working knowledge of MS Microsoft Office package to an upper intermediate level mainly Word, Excel and Outlook</li> <li>• Strong organisation skills along with being proactive and excellent attention to detail</li> <li>• Ability to multitask and be calm and effective in a fast moving environment</li> <li>• Experience in problem solving skills or critical thinking skills</li> </ul>
<p><b>Experience Desirable</b></p>	<ul style="list-style-type: none"> <li>• Demonstrable experience providing 1st line technical support in an office environment as part of your responsibilities</li> </ul>
<p><b>Personal Qualities</b></p>	<ul style="list-style-type: none"> <li>• Committed to the values and vision of FORWARD in respect to the campaign against FGM, child marriage and violence against African women and girls</li> <li>• Commitment to and passion for international development through equality of opportunity and respect for cultural diversity regardless of ethnicity, age, religion and gender</li> </ul>