

JOB DESCRIPTION – ADMINISTRATION OFFICER

TITLE:	Part-Time Administration Officer
REPORTS TO:	Business & Finance Manager
SALARY:	£17,000 - £17,500 pro rata
HOURS:	22.5 hours per week, worked over 3 days – preferably Monday, Tuesday & Friday
PRIMARY ROLE:	<p>The Administration Officer, based in our main Trust reception at Ocombe Farm, will play a crucial role in welcoming members and visitors and assisting with any queries as they arise. The job also involves a wide range of administrative tasks to support the team and Trust in its aims.</p> <p>(Under the current COVID-19 conditions, the location of work may be subject to alternative arrangements, for example to include part-time home working.)</p>
MAIN RESPONSIBILITIES:	<ul style="list-style-type: none"> • Delivering first class customer service in the main Trust reception, answering incoming telephone calls, emails, post and assisting visitors to the office. • Assisting with the administration of Trust memberships, including member enquires, membership renewals and vehicle registrations. • Booking Trust events with visitors and helping with enquiries. • Helping with any parking enquiries or issues. Monitoring the parking machines across our sites. • Office administration. • Ordering all supplies required by the Trust. • Managing servicing and maintenance checks for site property and vehicles. • Assisting the Business & Finance Manager with insurance administration across the Trust. • Occasional assistance to the HR or Business Manager with routine personnel matters. • Cashing up at the end of each day.

TORBAY COAST AND COUNTRYSIDE TRUST

Person Specification

PART-TIME ADMINISTRATION OFFICER

	ESSENTIAL	DESIRABLE
QUALIFICATIONS	<ul style="list-style-type: none"> Educated to A-Level standard or higher 	
EXPERIENCE	<ul style="list-style-type: none"> Experience of reception and administration work Good IT skills and experience 	<ul style="list-style-type: none"> Experience preferably from a busy customer-focused environment and/or a charitable organisation
KNOWLEDGE	<ul style="list-style-type: none"> Experience of Microsoft Office packages is essential 	<ul style="list-style-type: none"> Experience of CRM is desirable
SKILLS	<ul style="list-style-type: none"> Ability to work collaboratively IT skills Numerate & literate Great communication skills Excellent people skills Good attention to detail Fantastic organisation skills 	
DISPOSITION	<ul style="list-style-type: none"> Approachable, enthusiastic and friendly Personable with good interpersonal skills Empathetic to the aims of the Trust and its members Flexible in approach 	

Torbay Coast & Countryside Trust

Registered Charity No: 1077561 Company Reg No: 03757410 Vat Reg No: 945 6807 85

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Torbay Coast & Countryside Trust is a local independent conservation charity that cares for over 1,700 acres of Torbay's most beautiful natural spaces including Ocombe Farm, Cockington Country Park, Berry Head National Nature Reserve and a host of tranquil bluebell woods, flower-rich meadows, traditional farmland and stunning coastal cliffs and pathways.