

**TORBAY COAST AND COUNTRYSIDE TRUST**  
**JOB DESCRIPTION**

<b>TITLE:</b>	TCCT Admin Assistant
<b>REPORTS TO:</b>	Operations Manager
<b>SALARY:</b>	£12.21
<b>HOURS:</b>	Part-time, Mon-Fri 10am – 2.45pm
<b>PRIMARY ROLE:</b>	This front-facing role requires excellent customer service and organisational skills, supporting the day-to-day administration of the Trust and associated enterprise. The administrative assistant plays a key role in welcoming members, contractors and visitors to the site and providing a helpful first point of contact. Assisting with a wide range of enquiries as they arise, in person, by phone, and online.
<b>MAIN RESPONSIBILITIES:</b>	<ul style="list-style-type: none"> <li>• Deliver a high standard of customer service to visitor, staff, volunteers and contractors.</li> <li>• Provide general office administrative support including handling incoming calls, emails, post, and welcoming visitors.</li> <li>• Maintain and update the Trust's membership database.</li> <li>• Order supplies and raise purchase orders for the Trust and its enterprise activities.</li> <li>• Schedule and monitor routine maintenance checks for site properties and vehicles.</li> <li>• Support online advertising of job vacancies and respond to related enquiries.</li> <li>• Handle enquiries and bookings for memorials and burials.</li> <li>• Assist with car park issues and enquiries across Trust-managed sites.</li> <li>• Monitor parking machines and report any faults or issues.</li> <li>• Manage and resolve general enquiries and complaints in a professional manner.</li> <li>• Maintaining a clear understanding of health and safety procedures, and ensuring these are followed within the reception and office areas.</li> <li>• To undertake additional duties as required, commensurate with the level of the job</li> </ul>
<b>OTHER:</b>	<ul style="list-style-type: none"> <li>• The ideal candidate will be approachable, well-organised, and confident in handling a variety of tasks and communications in a busy and varied work environment</li> </ul>

# TORBAY COAST AND COUNTRYSIDE TRUST

## Person Specification

### Admin Assistant

	ESSENTIAL	DESIRABLE
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>GCSEs (or equivalent) in English and Maths</li> </ul>	<ul style="list-style-type: none"> <li>NVQ level 2 or 3 in Business Administration</li> <li>First Aid or Health &amp; Safety Training</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Proven administrative experience in a customer-facing role</li> <li>Proficient in Microsoft Office, Word, Excel, Outlook, SharePoint</li> <li>Familiarity with databases and CRM systems</li> <li>Dealing with a range of queries, complaints and visitors</li> </ul>	
<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>Understanding of GDPR and data handling best practices</li> <li>Respect for confidentiality when managing sensitive information</li> <li>Basic knowledge of invoicing, raising purchase orders, and ordering supplies</li> <li>Filing, record-keeping, and document management</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of procurement procedures and supplier relations</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>Strong interpersonal and communication skills</li> <li>Ability to identify and report potential risks or hazards</li> <li>Confidence in using office equipment (printers, scanners, etc.)</li> <li>Professional phone and email etiquette</li> <li>Ability to remain calm and helpful under pressure</li> <li>Handling incoming and outgoing correspondence (emails, post, calls)</li> </ul>	<ul style="list-style-type: none"> <li>Familiarity with managing property and vehicle maintenance schedules</li> <li>Awareness of systems such as car park monitoring or site equipment checks</li> </ul>
<b>DISPOSITION</b>	friendly, professional, approachable, and reliable, with a calm, organised, and proactive approach to their work	