

Terms of Reference

Vacancy:

Temporary Central Office Admin Support

Location:	BfN Central Office, Sir James Clarke Building, Seedhill, Paisley PA1 1TJ
Hours:	20 per week to be worked Tuesday, Wednesday and Thursday during business hours
Rate of Pay:	£12 gross per hour
Contract dates:	Start date as soon as possible and until mid to end August
Reports to:	Central Support Coordinator
Systems/Access:	MS Office (Outlook, Word, Excel, PowerPoint); MS SharePoint; web-based systems (Royal Mail Click and Drop, WordPress, NHS ordering; Viking, Zoom); PayPal

We are seeking some temporary admin help in our central office in Paisley over the summer period while we recruit to a permanent post. We are looking to recruit to the role as soon as possible. If you are interested in being considered please send a covering letter to recruitment@breastfeedingnetwork.org.uk with details of how you meet the criteria below, your availability and any other information you feel is relevant to the role. Please note we will close this recruitment as soon as the vacancy is filled.

Main duties

General tasks

- Opening and distributing all mail received at the office
- Answering the telephone and following up voicemail messages
- Working with office based colleagues to maintain the office environment
- Carrying out any other duties as required, as agreed or directed by the Line Manager

Resources

- Preparing, packaging and issuing training resources
- Fulfilling shop orders and new memberships, shipping and updating status
- Managing stock area
- Highlighting any anticipated resource needs (e.g. low stock) requiring action
- Replenishing stock of key items
- Purchasing for central office (e.g. stationery)
- Allocating Zoom licenses ahead of booked sessions (online diary)

Admin mailbox

- Responding to simple queries
- Forwarding more complex queries emails as appropriate

Training mailbox

- Placing agreed trainee recruitment adverts on the website
- Responding to simple queries from applicants and project staff (e.g. directing to existing adverts or shared files; acknowledging people confirming attendance and marking up)

Trainees and volunteer registrations

- Checking DBS applications, passing for countersignature and tracking progress
- Printing and posting ID badges and registration correspondence to volunteers

This is not an exhaustive list of responsibilities and may be subject to change according to business needs. It is expected that the post holder may undertake such other duties as may be reasonably requested.

Person Specification:

The following criteria will be used to help us assess candidates for this role

Essential

- Previous experience of general office administration
- Ability to communicate effectively by email and on the telephone
- Experience of data entry and updating online systems
- Knowledge of the GDPR and Information Governance requirements
- Experience of working within an office environment
- Ability to speak and write fluently in English
- Ability to use Microsoft Word to perform mail merge
- Good general IT skills including email, Office 365 (including OneDrive, SharePoint and MS Forms)
- Ability to organise and manage work independently
- Ability to work effectively as part of a team
- Positive approach to change and willingness to help drive continuous improvement
- Ability to maintain confidential records
- Awareness and commitment to equality and diversity

Desirable

- Experience of processing orders, confidence in communicating with customers and experience of delivering a high level of customer service
- Experience of working with suppliers and managing stock
- Breastfeeding training or knowledge
- Knowledge of DBS processes
- Ability to work flexibly to meet the needs of the organisation