



JOB DESCRIPTION

JOB TITLE: ADMIN ASSISTANT

BASED: HULL

RESPONSIBLE TO: CEO

RESPONSIBLE FOR: N/A

JOB PURPOSE: To carry out every day clerical and organisational tasks. Supporting HANA and staff members with the smooth running of the office. Being the face of the organisation to clients and visitors.

SAFEGUARDING REQUIREMENT:

The Humber All Nations Alliance is committed to safeguard and promote the welfare of children, young people and vulnerable adults. It is a requirement of all staff and volunteers that they share this commitment and follow the policies and procedures to continuously promote a culture of safeguarding across the charity.

MAIN DUTIES:

- To provide administrative support to ensure efficient operation of office.
- To answer phone calls, schedule meetings and support visitors.
- To carry out administrative duties such as filing, typing, copying, binding, scanning etc.
- To exhibit polite and professional communication via phone, e-mail, and mail.
- To support the HANA team by performing tasks related to the organisation.
- To ensure the operation of equipment by completing preventive maintenance requirements, calling for repairs, maintaining equipment inventories and evaluating new equipment and techniques.
- To provide information by answering questions and requests.
- To maintain supplies inventory by checking stock to determine inventory level, anticipating needed supplies, placing and expediting orders for supplies.

This role description is not an exhaustive list of duties and you may be required to carry out any other duties, which may reasonably be required of you in accordance with the needs of the Humber All Nations Alliance. You are also required to be flexible and adaptable with respects of the role.

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PERSON SPECIFICATION:

Essential Criteria

- Knowledge of Microsoft Office
- The ability to record and maintain accurate data
- Organisation and problem-solving skills
- Professionalism
- Good communication and listening skills
- Calmness under pressure and when dealing with challenging or confrontational behaviour
- Flexibility and adaptability
- An understanding of the challenges faced by the people who access the service
- A positive, non-judgemental, empathetic and sensitive approach to clients.

Desirable Criteria

- Reporting Skills
 - Administrative Writing Skills
 - Inventory Control
 - Knowledge of local services and provision.
 - Language skills relevant to the service users and communities HANA supports
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ROLE DESCRIPTION SIGN OFF

Date issued by Manager:

Name:

Signature:

I confirm that I have received a copy of this role description and have had any questions about it answered.

Name of volunteer:

Signature:

Date:

[Type here]