



ROLE PROFILE

Role	Admin Officer
Grade	AS 2A
Division/service	Administrative Support
Directly responsible to	Admin Lead / Service Manager
Directly responsible for	No supervisory requirement
Hours	22.5

Main duties and responsibilities/accountabilities

1	To provide a comprehensive administrative support to service areas across Aspire.
2	To be involved in the maintenance and development of systems, processes and practices.
3	As the first point of contact within the organisation, deliver a professional meet and greet / reception experience. To also provide reception cover for head office where required.
4	To use both manual and computerised systems to accurately record, maintain, retrieve and provide information, for both internal and external customers.
5	To undertake cash handling and reconciliation duties e.g. petty cash, banking, dealing with miscellaneous income, and safe content management.
6	To record and distribute post and manage generic e-mails for the service.
7	To undertake financial related duties e.g. checking and coding invoices for payment, issuing invoices for services provided, timesheet data entry and timesheet data checks.
8	To communicate appropriately and effectively with all staff across the organisation.
9	To respond efficiently and courteously to telephone enquiries, ensuring the information recorded / distributed is accurate and any appropriate follow up actions are taken.
10	To provide typing, minute – taking and photocopying support.
11	To undertake any mandatory training as required by Aspire and to attend and participate in supervision with Direct Line Manager / Administrative Service Manager.
12	To attend and participate in administrative team meetings, service meetings and other meetings as required.
13	To treat all information confidentially in accordance with Aspires policies & procedures, GDPR and Data Protection.
14	To undertake such additional duties as are reasonably commensurate with the level of the post.
15	To carry out duties with full regard to Aspires Equal Opportunities and Health & Safety policies.

Experience, skills and qualities

Essential

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| 1 | <p>You can give examples either personally or professionally how you are a good fit for our 4 values:</p> <p>Personal – We see the value in everyone and support people to reach their full potential.</p> <p>Progressive – We are driven by improvement and always look to find better solutions.</p> <p>Consistent – We are strong and dependable and can be relied upon to deliver quality services.</p> <p>Accountable – We all take personal responsibility and contribute towards successful outcomes.</p> |
| 2 | <p>You must have experience in the use of PC based applications e.g. Microsoft Office, Teams, Excel, Word, PowerPoint and Outlook.</p> |
| 3 | <p>Have good interpersonal skills and excellent customer service, being able to deal effectively with people at all levels from a broad range of backgrounds / organisations.</p> |
| 4 | <p>Experience and effective skills in general office procedures and management, e.g. record keeping, dealing with enquiries, filing, financial admin tasks and prioritising workload.</p> |
| 5 | <p>Ability to record and process information accurately and implement and maintain systems, both electronic and manual.</p> |
| 6 | <p>Ability to prioritise and organise your own workload to meet deadlines, and to work with minimum supervision using initiative.</p> |

Desirable

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| 7 | <p>Ability to contribute to ongoing improvement to working methods and procedures.</p> |
| 8 | <p>To work flexibly as a member of a team and be willing to offer support to colleagues.</p> |
| 9 | <p>Experience of minute taking</p> |
| 10 | <p>Commitment to providing a high-quality customer-focused service.</p> |
| 11 | <p>Relevant Qualification e.g. NVQ Level 2 / 3 or equivalent</p> |

Review arrangements:

The details contained in this role profile reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required, and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, Aspire will expect to revise this role profile from time to time and will consult with the post holder at the appropriate time.

Version Control	Name	Date reviewed	Signed
V1	Susan Millington	04/07/24	<i>S Millington</i>