

## Job Description

<b>Job title:</b>	Office Assistant
<b>Location:</b>	Coram's Fields, 93 Guilford Street, London, WC1N 1DN
<b>Salary:</b>	£22,500 per annum
<b>Annual Leave:</b>	26 days per annum (plus bank holidays)
<b>Reporting to:</b>	Office & HR Manager
<b>Hours</b>	35hrs per week. 9.30am-5pm – Monday to Friday
<b>Contract:</b>	Fixed term – to end March 2022 (with potential to become permanent)

### Role Summary

We are seeking to appoint a talented and committed individual to the role of Office Assistant to work within our busy, public facing front office. The varied role forms an integral part of Coram's Fields central team and combines public facing customer service with a range of day to day administrative functions, including some finance related duties.

### Main Responsibilities:

1. To be the first point of contact for the public, responsible for dealing with a range of enquiries in person and via phone and e-mail in relation to our park, playground and community services.
2. To be responsible for all facility hire enquiries, bookings and payments where necessary, working with our third party provider for football bookings and liaising directly with members of the public, voluntary sector organisations and others regarding their hire of our halls/park.
3. Work closely with our finance team to ensure accurate reconciliation of hall hire income/football pitch income and maintaining accurate records of all debtors and creditors.
4. Directly responsible for the administration of our lunch time football league, arranging fixtures, recording results and maintaining strong communication with all league participants.
5. Responsible for administering the office petty cash system, ensuring that claims are made as per our procedures, that receipts are provided and that cash is reconciled.
6. Responsible for ordering supplies for the office and other departments across the charity where required.
7. To provide support in updating the charity's website and social media channels and where appropriate, developing content for these.
8. To undertake any other tasks from time to time, as may be consistent with the nature and scope of this post.

## Person Specification

	Essential	Desirable	Evidence
Qualifications	Minimum GCSE English and Maths, Grade A-C	First Aid and Safeguarding training	Application form and training certificates
Experience	<p>Experience of working in a customer service role and in dealing with the public</p> <p>Experience of using a wide range of Microsoft products, including word and Excel.</p>	<p>Receptionist/administration experience</p> <p>Experience and knowledge of digital communications</p> <p>Basic finance experience</p> <p>Experience of cash handling</p>	Application form and interview
Skills	<p>Excellent attention to detail</p> <p>Good level of numeracy and literacy</p> <p>Strong customer service skills</p> <p>The skills to communicate effectively both verbally and in written form along with a strong telephone manner</p> <p>Excellent organisational/time management skills and ability to work to tight deadlines</p> <p>Flexibility, initiative and the ability to work independently or as part of a team within a busy and dynamic environment</p> <p>The ability to build effective relationships with fellow professionals</p> <p>Ability to anticipate problems, identify and implement solutions</p>	Social Media and website management	Application form and interview

	<p>Understanding of the need and ability to manage confidential data and information</p> <p>Ability to use Outlook email, Outlook Calendars and Microsoft packages</p>		
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