**JOB DESCRIPTION**

**Job Title: Office Administrator**

**Hours of work:** 25 to 37.5 hours per week over 5 days Monday to Friday within office hours which are 9am - 5pm with 30-minute lunch break

**Salary:** £23,500 (FTE)

**Contract:** 3-year contract

**Reporting to:** Head of Operations

**Location:** Office based, Bedford Heights, Brickhill Drive, MK41 7PH

**Role Description:**

An exciting opportunity to become part of the operations team at Schoolreaders, a small, young and fast-growing charity that is expanding to help more children learn to read across the country. Schoolreaders operations team recruits volunteers from local communities and matches them to a primary school where they listen to children read on a one-to-one basis. We support over 24,000 children in over 1,000 schools every week with a Schoolreaders volunteer. Our aim is to make a real difference to the state of literacy in the UK, particularly for those children from the most disadvantaged backgrounds. One in four children are leaving primary school not able to read to the expected standard.

The core of the operation is recruiting volunteers in target areas for specific schools. The operations team then process the volunteer and school applicants, match the volunteer to the best-fit school, and then there is ongoing management of, and communication with the volunteers and schools.

Your skills and experience will reflect excellent administrative skills, strong organisational skills, customer service ability, familiarity with telephone and on-line communication, and effective spoken and written English. You need to be competent with Microsoft Office and IT generally and it would be an advantage to have experience with the Salesforce CRM system.

**Main purpose and scope of the job:**

To work within a small team to support the operations function of the charity on a daily basis. This role involves dealing with all aspects of administration including: enquiries, managing post and couriers, providing administrative support to the head of operations manager and wider operations team, booking meeting rooms and setting up zoom calls, organising mail-outs and other tasks which contribute to a smooth running operation. This is an office-based role.

**Key Duties and Responsibilities:**

* Providing administrative support for the operations team, county teams and head of operations
* Dealing with general email and directing phone enquiries
* E-mail inbox management and prioritisation
* Assisting with the filing and archiving of documentation (online and offline)
* Managing the volunteer lanyard process
* Completing administrative tasks including customer engagement
* Managing and ordering promotional materials
* Carrying out printing, photocopying, and preparing presentation documents
* Minute taking of meetings
* Data entry and updating different databases
* Managing and distributing all incoming and outgoing post and couriers
* Providing support for mass mailshots and partner surveys
* Undertaking research as needed for operations
* Carrying out any other duties which are relevant and appropriate to the role

**PERSON SPECIFICATION**

**Operations Office Administrator**

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| Criteria | Assessment  A, I, T | Essential or Desirable |
| Skills |  |  |
| Strong administrative skills | I, T | Essential |
| Excellent oral and written communication skills | A, I, T | Essential |
| Friendly and professional telephone manner | I | Essential |
| Attention to detail | A, T | Essential |
| Initiative and the ability to work in a pressurised environment | I | Essential |
| Reliable and able to work on your own initiative | I | Essential |
| Good research and analytical skills | I | Essential |
| Good time management and ability to prioritise tasks | I | Essential |
| Able to manage own time and work as part of wider team | I | Essential |
| Knowledge |  |  |
| Excellent knowledge of MS Office Suite, in particular Outlook | A, I, T | Essential |
| Understanding of the important role of volunteers | I | Essential |
| CRM Experience, i.e. Salesforce | I | Desirable |
| Excel and reporting | I, T | Desirable |
| Experience |  |  |
| Experience managing on-line learning platforms | I | Desirable |
| Social media experience | I | Desirable |
| Qualifications |  |  |
|  |  |  |

A = application form, I = interview, T = test