

<b>Job Title</b>	<b>Administration Officer</b>
<b>Reports to</b>	Senior Administration Officer
<b>Business Function</b>	Administration
<b>Business Operation</b>	Thomley Hall Centre
<b>Location</b>	Worminghall
<b>Number of direct reports</b>	None
<b>Hours of Work</b>	Part time, 25 hours
<b>Rate of pay</b>	£15,990 per annum
<b>Contract</b>	Permanent

### **Our Vision (What do want to be)**

We will enhance the lives and experiences of disabled people, their families, and the wider community.

### **Mission (What do we want to achieve)**

We achieve this by providing:

- A lifelong learning and leisure centre for people of all abilities and disabilities situated on the border between Buckinghamshire and Oxfordshire.
- A destination which is preferred by our visitors.
- Friendly, trained, experienced staff who understand our visitors' needs.
- A safe, secure, stimulating and non-judgemental environment.
- Activities which enhance the lives of our visitors and the wider community by developing confidence, awareness, skills and social interactions through fun, play and support.

### **Purpose of the role:**

- Assisting in day-to-day administration tasks, contributing to and maintaining the efficient and effective running of the charity.

## **Accountabilities and Responsibilities**

### **Key Accountabilities**

- Maintaining an accurate CRM system.
- Maintaining the EPOS system.
- Accurate recording of Thomley's impact and outcome measurement.
- All staff have the required administration support.
- Processing of all orders under your permitted level.
- Printing, scanning, laminating and general office administration.
- Camping pod bookings are administered.

### **Key Responsibilities**

- Recording visitor impact and outcomes.
- Administering DBS records.
- Supporting the Visitor Support Officer and Senior Administration Officer to ensure all booking related administration is up to date during busy periods.
- General ordering of equipment and services, including assistance with purchase ledger control.
- Assisting with accurate reporting.
- Printing and keeping display boards and leaflet displays up to date.
- Assist with community fundraising applications and reporting.
- Making sure internal and external communication is clear, accurate and timely.



# Thomley Hall Centre

## Person Specification

### Behaviour / Values

#### Core Values (who do we want to be?)

- Passionate and professional about what we do.
- Supportive and caring.
- Consultative and collaborative.
- Accountable.
- Believers in quality.

### Technical / Professional Expertise

#### Essential

- NVQ II or equivalent.
- Business administration skills.
- Competent at using ICT skills e.g., Microsoft Office, Customer Relationship Management (CRM) and Electronic Point of Sale (EPOS) products.
- Experience of using a CRM database.
- Experience of using an EPOS system.
- Data collection and interpretation.
- Experience of writing reports.
- Organisational skills.
- Verbal and written communication skills.
- Working at part of a team.
- Able to self-manage own workload.
- Clear DBS check.

#### Desirable

- Experience of involvement with disabled people.
- Experience of measuring and recording impact.
- Direct fundraising experience.