

Job Title	Administration Officer
Reports to	Finance Coordinator
Business Function	Administration
Business Operation	Thomley Hall Centre
Location	Worminghall
Number of direct reports	None
Hours of Work	Full time, 40 hours
Rate of pay	£27,040 full time rate
Contract	Permanent

Our Vision (What do we 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 Receptionist and Finance Coordinator 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.