



Forum Central – Administration Officer

Forum Central is a network of health and care third sector organisations in Leeds delivered by the partnership of Leeds Older People’s Forum, PSI-Volition (the physical and sensory impairment and mental health forum) and Tenfold (the learning disabilities forum). You can find out more about us on our website, www.forumcentral.org.uk

We would like to recruit an Administration Officer to help our small, friendly staff team with the daily running of our office.

You will have relevant skills and experience already, but we will support you to develop these and provide training if needed.

This is a great opportunity to gain experience in a busy office and to work alongside a range of colleagues at the heart of the health and care third sector in Leeds.

Closing date: Midnight 25th March 2019

Interviews to be held on 12th or 16th April

Forum Central Administration Officer

Responsible to:	PSI Volition Director
Hours	35 hours per week
Salary	From April 2019 NJC SP 9 £20,344
Holidays	28 days (plus bank holidays)
Employing body	PSI Volition
Contract	Permanent
Pension	6% Company scheme or contribution to private pension scheme

Purpose of the Post

- To provide administrative support to the Forum Central team
- To provide general office management
- To set up and manage administration systems and processes

Duties and Responsibilities

1. General Tasks

- To support the range of tasks undertaken by team members
- To be the initial point of contact for Forum Central, answering the phone, dealing with enquiries, taking messages, greeting face to face visitors to the office
- To service a range of meetings, including board meetings, AGMs and Forum Central events – circulating agendas, sending invites, minute taking, organising refreshments, booking rooms, managing attendance lists, setting up and setting down the room
- General office duties including filing and photocopying, setting up mailing lists and postage
- Typing minutes, reports, letters and forms etc as required
- To develop and manage office systems such as ordering/purchasing stationery, booking car parking for visitors
- To develop and manage forum memberships processes, including processing

new applications and maintaining membership mailing lists

- To contribute to the development of Forum Central processes and systems
- To undertake website administration and contribute to the Forum Central e-bulletin
- To work closely with the Forum Central Communications Officer, supporting both internal and external communications.

2. Governance

- To ensure all information on Companies House and Charities Commission is accurate e.g. trustee information is up to date

2. Team Membership

- To contribute and attend team meetings
- To contribute and attend team away-days
- To undertake supervision
- To undertake training as appropriate

3. Equal Opportunities

To promote equal opportunities in all aspects of the work

5. Other tasks as required appropriate to role

Person Specification: Administration Officer

Essential

- Previous experience as an Administration Officer or similar role
- Experience of office systems and equipment
- Experience of developing or improving office systems or processes
- Experience of minute taking
- Strong organizational skills with a problem-solving attitude
- Attention to detail and the ability to work accurately and efficiently
- Excellent IT skills
- Ability to work proactively and take responsibility for own workload
- Ability to manage an evolving workload and be able to prioritise accordingly
- Excellent verbal and written communication skills with the ability to communicate effectively over the phone, face to face and online
- Ability to proof-read reports and other communications
- Data entry experience
- Understanding of data protection and confidentiality
- Experience of using word-processing software

- Experience of using web based tools including SurveyMonkey, Eventbrite or similar
- Demonstrate an interest in at least one of the Forum Central specialisms (Learning Disabilities, Older People, mental health, Physical and Sensory impairment)

Desirable

- Experience of using website and communications tools e.g. Word Press, Mail Chimp, or similar
- Experience of writing reports and presentations
- Ability to map information and develop contacts lists
- Experience of using a range of social media tools