

Job Description: Office Assistant

1. General

Job Title:	Office Assistant
Location:	London
Reporting to:	Human Resources Manager
Fixed Term Contract	12 Months

Job overview

Job Purpose

To support the Human Resources Manager in the smooth running of the office including front of house reception duties, administrative HR duties and management of the day to day facilities requirements.

Scope and Accountability

The Office Assistant is line managed by the Human Resources Manager and primarily supports them, the role also offers limited administrative support to the IT Manager. More broadly the role contributes to the support of members of staff across the organisation.

4. Specific responsibilities and tasks

a. General facilities and reception duties (this role is based at the reception desk)

- Act as a first point of contact at the reception desk: answer and transfer incoming telephone calls, answer the door, welcome visitors, deal with deliveries, couriers and other services.
- Distribute and open incoming post and frank and take mail to the post office.
- Responsible for the general inbox and responding to a variety of queries in a timely manner.
- Post updates and other content to the intranet as requested.
- Take minutes at some internal meetings and circulate.
- Order operational supplies and print invoices for authorisation, ensuring optimal stocks are maintained at all times.
- Consolidate, scan and securely dispose of paper files and complete electronic filing and hardcopy filing.
- Maintain the standard of common spaces (especially meeting rooms) and arrange and oversee minor repairs, maintain the office plants.
- Update contacts and records on databases when required.
- Maintain office equipment and liaise with suppliers including printers, photocopier, fax machine, franking machine, phone handsets, shredders, kitchen equipment, rechargeable batteries.
- Occasional assistance with internal events and event logistics such as catering orders and assistance booking travel.

b. Human Resources

- Post live job roles to the company website, and various other recruitment websites ensuring accuracy.
- Track the application process for each recruitment process, maintaining accurate records.

- Process applications in accordance with Conciliation Resources policies and procedures.
- Management of the recruitment inbox, provide responses to candidates from the templates provided for each stage of the recruitment process
- Arrange interviews and candidate tests with candidates
- Diary management of the recruitment process including booking meeting rooms, diarising interviews for panel members
- Act as the first point of contact for candidates on the day of interview, facilitating the tests and travel refunds.
- Print shortlisting packs for recruitment panel members.
- Create diversity monitoring forms and application forms for each recruitment process and provide quarterly breakdowns for reporting.
- Coordinate inductions for new starters, Print induction documents for new staff/volunteers
- Complete HR hardcopy and electronic filing, updating the BreatheHR system with changes to staffs details.
- Draft change of terms letters, offer letters and contracts of employment for approval
- Shred recruitment documents and delete relevant soft copy files after recruitment processes are complete in accordance with Conciliation Resources Data Protection Policy and any other relevant policies.
- Ensure at all times that the standards of confidentiality are met and that data is saved and stored securely.

c. Health and Safety

- Support the Human Resources Manager and Chief Operating Officer in ensuring compliance with health and safety requirements and good practice.
- Organise fire extinguisher servicing, carry out regular tests of fire alarms and emergency lighting and periodic electrical testing.
- Test fire alarm weekly and escalate if there is a fault.
- Proactively resolve small building faults eg changing light bulbs, batteries in clocks etc.
- Maintain adequate and up to date first aid kits for office-use and for travellers.
- Maintain list of fire wardens and first aiders.

d. IT Duties

- Check the equipment booking calendar at the end of each day and reconcile against the equipment returned and resolve any discrepancies.
- Check the guest user computers on a daily basis and guest accounts on a weekly basis, disposing of electronic files as necessary.
- Completing basic software updates for pool laptops, checking for updates on a regular basis.
- Maintain records of software updates completed.
- Note any problems or maintenance requirements with pool IT equipment and pass them to IT Manager.
- On a daily basis ensure each of the meeting rooms has the correct equipment, cabling etc., in it and replace as necessary.
- Clearing data from meeting room computers on a daily basis

e. Other duties

- Participate in line management, annual appraisals and keeping the BreatheHR Information System up to date.
- Contribute to the team's quarterly board reports, annual plans and budgets.
- Participate in team and organisation-wide meetings.

- Promote friendly social environment (socials etc.).
- Provide additional admin support to members of the Operations team as required.

5. Person specification

Knowledge

- Good level of education (GCSEs/A-levels) or equivalent qualification or equivalent by experience.
- Knowledge of basic telephone systems and reception set-ups would be desirable.
- Some knowledge of basic administrative processes (desirable).

Experience

- Experience of dealing with telephone and email enquiries, and information requests.
- Experience working in a front of house or customer service environment.
- Proven experience in the preparation of minutes and agendas for internal meetings.
- Experience of working in an office environment.
- Knowledge of Human Resources practices (desirable)
- Experience of providing administrative support (desirable)
- Experience creating and maintaining spreadsheets
- Experience of using Mac computers (even if limited to personal use)

Skills

- Strong front of house or customer service skills.
- Good general knowledge of IT and Microsoft Office.
- Excellent verbal and written communication skills with confidence and ability to communicate with a wide range of people.
- Ability to negotiate discounts with suppliers.
- Effective time management skills and ability to multi-task and prioritise competing demands, in a methodical and systematic manner.
- Strong interpersonal skills and proven ability to handle diverse sources of information in a confidential, sensitive manner with due care, respect and discretion.
- Ability to work autonomously on own initiative as well as in a team.
- Accuracy and attention to detail.
- Willingness and ability to juggle the more interesting with more routine tasks, ensuring that both are achieved to the appropriate standard and within agreed/required deadlines.
- Awareness of cross-cultural and political sensitivities and capacity to listen actively to people from varying backgrounds.
- Interest in working for an organisation that wants to make a difference.

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