

Administrative Officer

Job Description

Purpose of job:

- (a) to provide administrative support to ASA staff;
- (b) to administer ASA's training programmes;
- (c) to assist with the organisation of conferences, meetings and other events;
- (d) to assist with the provision of services to members and other organisations;
- (e) to contribute generally to the work of the ASA.

Hours: 35 hours per week.

Salary: Local authority scale 4/5 including London weighting.

Responsible to: Office Manager

Duties And Responsibilities

Office administration

1. To provide administrative support to the Office Manager, Director and other ASA staff.
2. To undertake office reception duties, both in person and on the telephone, including taking messages for other staff.
3. To operate manual and computerised office systems, for example filing papers and maintaining databases.
4. To undertake general office duties, for example:
 - a. dealing with the post, faxes and e-mail;
 - b. drafting and sending standard letters;
 - c. photocopying and collating papers and mailings;
 - d. arranging for documents to be printed;
 - e. monitoring stocks of basic items, for example stamps and stationery;
 - f. ordering stationery, periodicals, equipment and other items;
 - g. arranging travel and hotel accommodation.

ASA Training

5. To administer ASA's training programme. This includes:
 - a. arranging dates and venues;
 - b. arranging refreshments and other requirements;
 - c. taking bookings and dealing with enquiries from training delegates;
 - d. sending out training packs for each event;
 - e. maintaining the training database.

ASA meetings and other events

6. To assist with the organisation of meetings of the Board of Directors and other meetings.
7. To assist with the organisation of conferences, seminars and other events on behalf of ASA.
This includes:
 - a. arranging dates and venues;
 - b. arranging refreshments and other requirements;
 - c. taking bookings and dealing with enquiries from conference delegates.
8. To assist with the taking of minutes and notes at meetings.

Membership and external liaison

9. To assist with the administration of ASA's membership scheme and subscription services.
10. To assist in the organisation and despatch of mailings to members and other organisations, by post and by e-mail.
11. To deal with routine telephone and written enquiries from members and other organisations, including requests for briefings, reports and other written materials.
12. To assist with the production of publicity and promotional materials, including leaflets, newsletters and the ASA annual report.

General

13. To attend ASA meetings as required.
14. To contribute generally to the work of ASA, undertaking such other tasks as are appropriate to the nature and scope of the post.

June 2007

**Advice Services Alliance
Administrative Officer
Person Specification**

1. Experience of administration.
2. Good organisational skills, including ability to work within tight deadlines.
3. Ability to work flexibly and as part of a team, and to use own initiative.
4. Ability to work with a range of individuals and organisations.
5. Good verbal communication skills, including a pleasant and friendly telephone manner.
6. Ability to express oneself clearly in writing.
7. Basic typing skills.
8. Experience in using word processing, emailing and internet facilities and willingness and aptitude to learn new technology applications.
9. Understanding of and commitment to equal opportunities.
10. Willingness to work unsocial hours and travel outside London on occasion.

June 2007