

Admin Assistant – Job Description

Job Purpose:

- To be the first line of contact to York Older People's Assembly in a friendly, responsive and professional manner via all communication channels
- To provide efficient day-to-day administrative, financial and business support for YOPA trustees

Main duties and responsibilities:

1. To provide day to day administration of the Assembly, assisting the Chair and Executive Committee in undertaking their responsibilities
2. To deal with all enquiries and requests for information from older people, statutory bodies and other agencies in respect of the work of the Assembly
3. To establish and maintain adequate record systems, both paper based and electronic, to ensure the Assembly functions smoothly
4. To maintain and update membership records ensuring that mailing of information to members, statutory organisations and others is handled efficiently, ensuring GDPR compliance
5. To undertake general publicity on behalf of the Assembly, contributing to the production and distribution of the regular newsletter and other promotional material
6. To attend and minute meetings as required
7. To maintain financial accounts as requested by the Treasurer, including oversight of any petty cash, processing of orders and invoices and receipt of cash and cheques
8. To manage all correspondence (telephone, email, surface mail), receiving and sending correspondence as required and ensuring effective record keeping
9. To act as clerk to the Executive Committee which meets every two months, including: take draft minutes for review by Charity Secretary, circulate these and other relevant papers; maintain complete electronic and paper files relating to the governance of YOPA; arrange meeting venues etc.
10. To organise quarterly Information Fairs, including arranging venues, issuing publicity material, liaising with stall holders etc.
11. To maintain awareness of the development of policies and practices by local organisations and central Government which impact on older people. To bring such information to the attention of the Executive Committee as necessary.

12. To be responsible for updating the charity website and social media pages

13. To undertake any other duties as may be reasonably required in relation to the effective functioning of the Assembly

Admin Assistant – Person Specification

	Essential	Desirable	How assessed*
Values and Personal Attributes			
1.1 Excellent timekeeping and attendance record	✓		A/I/R
1.2 Positive work ethic: hardworking, honest, professional, enthusiastic, dependable, reliable	✓		A/I/R
1.3 Ability to work flexibly and effectively with a variety of colleagues	✓		A/I/R
1.4 Ability to work autonomously, planning own workload and being responsive to deadlines and changing priorities	✓		A/I/R
Qualifications			
2.1 GCSE Grade A-C in English and Maths (or equivalent)	✓		A/C
Skills & Knowledge			
3.1 Excellent customer service, communication and interpersonal skills with the ability to solve problems	✓		A/I/R
3.2 Able to work within clear policies, systems and processes	✓		A/I/R
3.3 Highly effective organisation and prioritisation skills	✓		A/I/R
3.4 Able to maintain high standards and good attention to detail	✓		A/I/R
3.5 Knowledge of IT and setting up of IT equipment (including A/V and Projector Equipment)	✓		A/I/R
Experience			
4.1 Experience of undertaking administrative tasks including note and minute taking at meetings	✓		A/I/R
4.2 Customer service experience	✓		A/I/R

4.3	Experience of working with minimal supervision and direction	✓		A/I/R
4.4	Experience of working or volunteering in the voluntary, community or social enterprise sectors.		✓	A/I/R
4.5	Experience of website and social media management		✓	A/I/R
Other Requirements				
5.1	Able and willing to work in a hot-desk environment	✓		A/I/R
5.2	Willing to work flexible hours when necessary	✓		A/I/R

* Key to how skills are assessed

A = Application

I = Interview

R = References

C = Certificate of qualification