**Job Description – Front of House/Operational Administrative Officer**

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| **JOB TITLE** | | **Front of House/Operational Administrative Officer** |
| **RESPONSIBLE TO** | | **Human Resources Manager** |
| **LOCATION** | | **Belfast Office** |
| **LENGTH OF POST** | | **Permanent subject to funding** |
| **HOURS** | | **35 hours** |
| **SALARY** | | **NJC SCP 4 Point 12 £27,711 Plus 4% pension** |
| **OVERALL PURPOSE**  ASCERT is one of the leading and best-known providers of drug and alcohol services in Northern Ireland. We provide a wide range of services across Northern Ireland including training, treatment, and community services operating from bases in Lisburn, Omagh, and Belfast.  This role in ASCERT is a key position and will provide support to ensure the smooth running of our Belfast Office and provide an effective and efficient administration service to our senior management team and board of directors. You will also help ensure callers to ASCERT are signposted to the most relevant services.  The post holder will also support the Operations Director in running an efficient operational function by providing effective and efficient administration support, developing and maintaining appropriate administrative systems. | | |
| **Key Responsibilities** | | |
| **Front of House** | Provide reception support as required to meet and greet visitors to ASCERT premises and ensure visitor sign in book is completed. | |
| Provide support for management of room bookings. | |
| Manage post received and issued from office locations. | |
| First point of contact for ASCERT services, dealing with calls from clients, partners, sessional counsellors, internal and external stakeholders and members of the public as required. ASCERT staff are trained on handling ‘crisis calls’ from vulnerable clients. | |
| Supporting ASCERT purchasing processes, ordering of goods and services as required and ensuring value for money. | |
| Support ASCERT management team with administration processes. | |
| Support ASCERT board of directors with meeting preparation and administration processes. | |
| Support ASCERT in most effective use of communication systems. | |
| Support ASCERT health and safety processes and office cleanliness. | |
| **Operations** | Develop/maintain administrative systems for the effective management of information along with service managers and staff. | |
| The collection and recording of services monitoring and evaluation information. | |
| The day to day financial recording of service information. | |
| Prepare and manage sessional invoices for service in conjunction with the service manager | |
| Ensuring effective communication with ASCERT clients and customers. | |
| Provide support function for the marketing and promotion of services. | |
| Provide written reports to management as required. | |
| The administration of service petty cash. | |
| Maintain records of ASCERT services in ASCERTs information management system. | |
| Maintenance of client databases. | |
| To comply with GDPR Legislation and all other relevant employment legislation. | |
| **General** | Provide administrative support for arranging meetings and take minutes at meetings as required. | |
| Work collaboratively with colleagues to improve delivery of ASCERT services. | |
| To work responsibly and professionally in partnership with other agencies in the delivery of the ASCERT Services. | |
| Attend staff meetings and participate in supervision and support processes. | |
| Maintain data protection and confidentiality of all correspondence, personal information etc that may become accessible through the responsibilities of the post. | |
| To provide reception support to cover holidays and absence. | |
| To carry out other responsibilities that may be required, as commensurate with the post. | |

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| **PERSON SPECIFICATION** |
| **The following ESSENTIAL criteria must be clearly evidenced in the candidates CV. Failure to do so will result in a candidate not being selected for interview**  **ASCERT may use one or more of the below criteria in section for interview.** |
| 1. Professional training:   Three GCSE’s (or equivalent) at grade C or above, including Maths and English. |
| 1. Experience:   12 months’ previous experience in providing administrative support within a fast-paced environment. |
| C. Excellent digital skills and use of Microsoft Office including Excel, Word, Outlook and Access. |
| D. Experience of effective minute taking at meetings. |
| E. The ability to multitask effectively and work well under pressure. |
| **The following DESIRABLE criteria should be evidenced in the candidates CV.**  **ASCERT may or may not use any of the below criteria in section for interview.** |
| F. 12 months’ previous experience in providing administrative support within a fast-paced environment. |
| G. Experience of working in the voluntary or community sector in an administration role. |
| **The following criteria will be assessed at interview stage only** |
| Experience of dealing with the public and with confidential information. |
| Excellent oral and written communication skills |
| Excellent interpersonal skills and the ability to build and maintain effective internal and external working relationships |
| Sound planning and organisational skills to work proactively with minimum supervision to achieve deadlines and objectives |
| Empathy with ASCERT’s purpose and values |