**Hampshire & Isle of Wight Wildlife Trust**

**JOB DESCRIPTION**

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| 1. **IDENTIFICATION OF JOB**
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| **JOB TITLE** | Administration & Facilities Assistant*(part time, minimum 3 days per week)* |
| **DEPARTMENT**  | Business Resources |
| **RESPONSIBLE TO** | Director of Finance and Resources |
| **RESPONSIBLE FOR** | No staff; some work with volunteers |
| **LEVEL** | B |
| **HOURS** | 15 hours |
| **ROLE BASED AT** | Fort Bouldnor, Bouldnor Forest, Isle of Wight  |

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| 1. **OVERALL PURPOSE OF JOB**
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| This role provides administrative and facility support to the Island based team of the Hampshire & Isle of Wight Wildlife Trust. Working within a small but busy team, ensuring that an efficient and professional image is conveyed at all times.  |
| 1. **MAIN RESPONSIBILITIES**
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| * Ensure that the office is efficiently and professionally manned, to welcome visitors, members of staff and volunteers to Bouldnor, answer telephones, put telephone calls through to staff and deal directly with general enquiries where possible.
* Ensure the main office area is kept tidy, deliveries are moved quickly and that Trust literature is maintained satisfactorily.
* Sort all incoming and outgoing post.
* Ordering of stationery, consumables, refreshments and health and safety supplies.
* Assist the team with filing and other general office duties.
* Work in conjunction with the Trust Facilities Co-ordinator to administer and organise maintenance of Island based vehicles including MOT/service, booking with local garage & ordering road tax when required
* Liaise with Trust Facilities Co-ordinator regarding IT requirements and aiding staff where necessary through being the point of contact when issues arise.
* Work in conjunction with the Trust Facilities Co-ordinator to ensure that routine and ad-hoc maintenance of Bouldnor Fort buildings are carried out when required.
* Liaise with Trust Facilities Co-ordinator to ensure that all landline and mobile communications systems are working effectively
* Assist the team with maintaining and adhering to GDPR policy.

**Other** * Abide by Trust procedures and policies, in particular Health & Safety and Equal Opportunities, Safeguarding & Child Protection and GDPR.
* Promote the Trust wherever possible.
* Undertake additional duties commensurate with the post as may reasonably be requested from time to time.
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| 1. **JOB SPECIFICATION / SCOPE OF ROLE**
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| * This role involves contact with the general public, Trust staff and volunteers along with suppliers, contractors and other partners
* There is no delegated authority budgetary or management responsibility within the role
* There may be a need to travel to Trust events.
* Occasional out of hours work will be required.
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**Hampshire & Isle of Wight Wildlife Trust**

**PERSON SPECIFICATION**

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| **JOB TITLE** | Administration & Facilities Assistant |
| **DEPARTMENT** | Business Resources |

**Below is the list of experience, knowledge, skills and personal qualities desirable for the above role.**

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| **Area A EXPERIENCE**  |
| The post holder will be expected to have;* Reception experience
* Administration experience
* Experience of using Microsoft Office
* Customer relations experience
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| **Area B KNOWLEDGE** |
| The post holder is expected to have:* Qualified to Level 2 skills or equivalent, such as:
* GCSEs grades A\*-C (O Levels/CSE)
* BTEC First Diplomas and Certificates
* OCR Nationals
* Key Skills level 2
* NVQ Level 2
* Commitment to the objectives of the organisation
* Understanding of GDPR
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| **Area C SKILLS** |
| The post holder will need to have:* Excellent communication skills, orally and in writing including the ability to communicate effectively with people from all backgrounds
* Excellent numeracy skills
* Negotiation and problem solving skills
* Strong organisational skills with the ability to prioritise workload effectively and meet deadlines.
* Ability to work on multiple pieces of work at any given time
* Computer literate with a good working knowledge of Microsoft Office
* Attention to detail
* Ability to work closely within a small but very busy team but also use able to use own initiative as occasionally will be working alone.
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| **Area D PERSONAL QUALITIES** |
| * Polite and personable
* Customer focused
* Excellent interpersonal skills
* Professional and result orientated approach to work
* Good team player
* Work effectively under pressure
* Self-managing but knowing when to involve others
* Resourceful
* Flexible
* Tactful and diplomatic
* Highly confidential
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