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| **Job Title:**  | Administrative Assistant  |

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| Department: | Approachable Parenting Admin Department | **Position Type:** | Project based  |
| Location: | Birmingham HQ | **HR Contact:** | 0121 773 8643 |
| Rate: | £9 an hour  | Start Date: | Immediate start  |
| Amount of Hours: | Tbc (15-25) | Deadline: | Closing Date: 29th November Interviews: 1st/2nd December 2021 |

# Job purpose

We are looking for a responsible Administrative Assistant to perform a variety of administrative and clerical tasks. Duties of the Administrative Assistant include providing support to our managers and employees, assisting in daily office needs and managing our company’s general administrative activities. The job is varied and often fast-paced. As such, you have to be able to handle multiple tasks at once efficiently, manage our own time well, interact professionally with all members of the organisation, and be an excellent communicator, maintaining a positive and friendly image by acting as the first line of contact.

# main duties and responsibilities

* Answer phone calls, respond to phone messages and text messages.
* Receive and respond to emails (this can include multiple email accounts)
* To maintain a full record of all communication
* Act as communication relay, making sure all parties receive necessary information and accurate information in a timely manner
* Schedule meetings/programmes/workshops
* May attend meetings as and when necessary
* Maintain electronic and physical filing systems, this can include:
* Waiting lists
* Programme attendees/registers
* List of organisations/professionals etc.
* Develop reports as requested
* Undertake research as needed

Manage virtual platforms

# Required skills and knowledge

* **Extensive experience in working with BAME community**
* **Must be aware of our mission and vision and be able to work and adapt to it.**
* Excellent communication and listening skills
* Attention to detail
* Ability to work with little or no supervision
* Excellent time management skills
* Exceptional professional and customer service skills
* Technical skills, Including proficiency in Microsoft Office Programs such as Word, Excel and other online platforms we use such as Zoom
* Strong prioritisation and organisation skills
* Must adhere to all confidential policies
* Strong Record Keeping Skills
* Presentation Skills
* Ability to Multitask
* Problem Solving Skills
* Ability to deal with all members of an organization
* Ability to be able to change and grow in accordance to the business needs.

**Additional Information:**

**This is a Birmingham based role.**

# requirements on applying:

To apply for this position, you will need to send in your CV and a cover letter to hr@approachableparenting.org.uk

Your cover letter must include why you would be suitable for this job and what skills and experiences you have to determine you as the best candidate for the job.

**Please note: This job is subject to hybrid working and in accordance to Government guidelines due to Covid, therefore may be subject to change.**

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|  | **Essential** | **Desirable** |
| **Education and Qualifications** | * Good standard of education including English and Math’s
 | * Degree in office management, business administration, or related field
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| **Knowledge and Experiences** | * 1+ years of administrative assistant experience
* Working in a busy environment with tasks that require a short turnaround.
 | * An understanding of what Approachable Parenting is about and what we do
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| **Skills**  | * Ability to demonstrate strong IT skills, including Microsoft Office applications.
* Effective communication skills, in order to deal tactfully and sensitively with people at all levels.
* Excellent listening skills
* Good organisational and interpersonal skills.
* Ability to establish and maintain good working relationships with a wide range of people.
* Ability to work as part of a team.
* Ability to operate within tight deadlines and manage a number of work activities at any one time.
* Exercising good judgement.
* Customer focused
* Pays attention to detail
* Process driven
 | * Ability to work with limited supervision, to make decisions and work on own initiative.
* Flexibility and the ability to establish personal priorities.
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| **Attitude**  | * Demonstrates the core values at all times, i.e. Respect, Integrity, Stability, Trust, Passion
* An understanding of and commitment to the Group’s Equality and Diversity Policy, and the ability to promote this in the day to day work of the post.
* Willingness to work under pressure whilst maintaining a professional attitude.
* Ability to deal with sensitive and confidential matters as necessary.
* Positive “can do” attitude
* Keen to progress and develop
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**PERSON SPECIFICATION**