**Job Description**

**Date:** November 2019

**Job title: Administration Assistant**

**Status of post:** Full time post (permanent subject to funding)

**Salary:** NICVA Grade C, NJC points 6-8 (£19,171-£19,945) Candidates are normally appointed on the first point on the scale

**Responsible to:** PA to Chief Executive

**SUMMARY OF MAIN DUTIES**

To provide effective and efficient administration services to support the work of NICVA.

**SPECIFIC DUTIES:**

**1 Training support**

* Set up training calendar events on CRM (NICVA’s Customer Relationship Management database).
* Add event information to NICVA websites and keep pages up to date.
* Liaise with Skills Development department with any queries to ensure accuracy of the bookings.
* Receive all training registrations and accurately log participant details on CRM.
* Assist skills department with general administration related to accredited courses.
* File evaluations appropriately.

**2 Events Administration**

* Provide support to staff for formal meetings and events held at NICVA.
* Set up all NICVA events on CRM
* Log participant details and receive all bookings for NICVA events and input accurately to CRM.
* Respond to general queries from customers about NICVA events.
* In absence of the Events Administrator deal with all room bookings and catering requirements.

**3 HR Support**

**General HR**

* Record staff absence in the spreadsheet and issue self certificates.
* Update the annual leave spreadsheet monthly using CRM data.
* Assist HR Manager as required to update personnel information, review files and to organise staff appointments such as health checks etc

**Recruitment and Selection**

* Upload job vacancies onto NICVA and other websites.
* Issue candidate packs by email/post on request.
* Be the first point of contact for applicant queries and liaise with HR Manager to provide responses.
* Prepare panel paperwork including shortlisting grid, interview timetable, interview answer sheets and assist with any other associated administration.
* Greet candidates and show them to the task/interview room.
* Prepare candidate letters for HR Manager following shortlisting and interviews.
* Input monitoring data into excel spreadsheet following each recruitment exercise.

**4 General administration**

* Continually update and maintain accurate customer details on CRM.
* Maintain and update computerised and manual filing systems.
* Act as a point of contact for enquiries regarding NICVA information, correspondence or services and respond or redirect as appropriate.
* Assist CEO PA with membership administration duties as and when required.
* In absence of CEO PA, take minutes at management and board meetings.
* Assist in dealing with general queries from customers who contact NICVA.

**5 Other Duties**

* Provide regular Reception cover as required for breaks, annual leave and absence to answer calls, greet visitors, prepare mail etc
* Contribute to the promotion and ongoing development of NICVA.
* To undertake such reasonable duties as NICVA may from time to time require.

**Personnel Specification**

**Date:** November 2019

**Job title: Administration Assistant**

**Experience**

**Essential:**

* Two year’s proven experience delivering administrative support in a busy office environment.
* Excellent computer skills to include working experience of using the full Microsoft Office package.
* A minimum of one year’s experience using a customer database system.

**Desirable:**

* Experience of minute taking and typing minutes for distribution**.**
* Experience of providing administrative support for events such as preparing agendas, delegate packs and providing registration support.

**Qualifications**

**Essential:**

* Educated to GCSE level (or equivalent) with at least 5 attained at Grades A – C to include Mathematics and English language.

**Desirable:**

* NVQ Level 2 in Business Administration (or equivalent qualification in similar subject)

**Skills**

**Essential:**

* Ability to develop effective relationships with colleagues and customers.
* Excellent communications skills, both oral and written to a variety of audiences.
* Ability to organise and prioritise work to meet deadlines.
* Proven ability to exercise excellent attention to detail and accuracy in all work.
* Ability to provide a high level of customer service at all times.
* Ability to adhere to confidentiality requirements when dealing with sensitive information.

**Other requirements**

**Essential:**

* An interest in and understanding of the voluntary and community sector in Northern Ireland
* Ability to work within the mission, vision and values of NICVA
* Committed to NICVA’s policy of equal opportunities

**Assessment Method – Administration Assistant – November 2019**

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| --- | --- | --- |
| **Criteria** | **Essential/Desirable** | **Method of Assessment** |
| **Experience and qualifications**   * A minimum of two year’s proven experience delivering administrative support in a busy office environment. * Excellent computer skills to include working experience of using the full Microsoft Office package. * A minimum of one year’s experience using a customer database system. * Experience of minute taking and typing minutes for distribution**.** * Experience of providing administrative support for events such as preparing agendas, delegate packs and providing registration support. * Educated to GCSE level (or equivalent) with at least 5 attained at Grades A – C to include Mathematics and English language. * NVQ Level 2 in Business Administration (or equivalent qualification in similar subject) | Essential  Essential  Essential  Desirable  Desirable  Essential  Desirable | Shortlisting, pre interview task and interview  Shortlisting and pre interview task  Shortlisting and interview  Shortlisting  Shortlisting and interview  Shortlisting and verification of qualifications  Shortlisting and verification of qualifications |
| **Skills and competencies**   * Ability to develop effective relationships with colleagues and customers. * Excellent communications skills, both oral and written to a variety of audiences. * Ability to organise and prioritise work to meet deadlines. * Proven ability to exercise excellent attention to detail and accuracy in all work. * Ability to provide a high level of customer service at all times. * Ability to adhere to confidentiality requirements when dealing with sensitive information. | Essential  Essential  Essential  Essential  Essential  Essential | Interview  Application form content, pre interview task and interview  Interview  Application form content, pre interview task  Shortlisting and interview  Interview |
| **Other requirements**   * An interest in and understanding of the voluntary and community sector in Northern Ireland * Ability to work within the mission, vision and values of NICVA * Committed to NICVA’s policy of equal opportunities | Essential  Essential  Essential | Shortlisting  Interview  Shortlisting |