

## **JOB DESCRIPTION**

Job Title:	Office Administrator
Responsible to:	Support Services Manager
Responsible for:	No direct reports
Working Days	Monday to Friday

### **JOB SCOPE**

The Willows Activity Farm Office supports all customer, staff and supplier administration and interactions.

The job role is responsible for delivering the highest levels of efficient administration, customer service and satisfaction with all external customer interactions and all internal customer interactions (i.e., staff and suppliers).

### **KEY RESPONSIBILITIES**

#### Health & Safety

- To follow all Health and Safety regulation and standards both in the office and throughout the site
- To report any Health and Safety concerns immediately to the relevant manager

### **CUSTOMER SERVICE**

- To be a member of the front-line team responsible for answering telephone calls and emails into the office, providing the required information efficiently and with a smile
- To manage and respond to complaints of a general nature. Where the complaint is of a serious nature that requires an immediate response; to advise the most senior manager on site.
- To support the Digital Marketing Manager in responding professionally and efficiently to customer queries through social media channels (Facebook/Twitter/Tripadvisor etc.) in a timely and appropriate manor
- To respond professionally and efficiently to all staff queries
- To respond professionally and efficiently to all supplier queries

## **KEY TASKS**

- To manage the administration associated with the booking of a birthday party or group booking at Willows Activity Farm
- To support the Membership Manager with the administration of Memberships and communicate with Members as required
- To process all invoices
- To be the contact point for key suppliers, site services and commercial tenants
- To research and present quotes for products and services as briefed
- To undertake data input as required
- To provide admin support to the CEO and Senior Management Team as required to include, managing post, creating and printing documents and filing
- To produce documents for Board Meetings and take minutes
- To undertake any administration task as reasonably requested

## **Hours of Work**

- The office hours for this role are 9am to 5.30pm, Monday to Friday
- We will consider reduced working hours to allow school drop off and pick up