



JOB DESCRIPTION

Job Title:	Office Administrator – Maternity Cover
Responsible to:	Head of Support Services
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 in the style of the Willows tone of voice. 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 manner in the Willows tone of voice.
- To respond professionally and efficiently to all staff queries
- To respond professionally and efficiently to all supplier queries

KEY TASKS

- To support the Duty Manager responsible for the administration associated with the booking of a birthday party or group booking at Willows Activity Farm
- To support the F&B Manager in the administration of the F&B EPOS System
- To support the Membership manager with the administration of Memberships and communicate with Members as required
- To process all invoices
- To process all daily PDQ receipts and updated daily taking spreadsheets
- 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

Holidays

The annual company holiday entitlement is a maximum of 28 days inclusive of any Public and Bank Holidays taken. Your personal annual entitlement for any year may be lower depending on your employment commencement date, employment end date and actual number of days worked, in which case entitlement will be calculated on a pro rate basis.

The holiday year runs from the first day of the payroll year to the last day of the payroll year which runs from 1st April to 31st March.

Notice

The first three months of employment is your probationary period during. The notice period during the probationary period is one week from either side.

On successfully completing the probationary period your employment will be subject to four weeks' notice from either side until the end of the fixed term contract date.

Signed: _____ (Job Holder)

Signed: _____ (Line Manager)

Date: _____