



JOB DESCRIPTION

Corporate Administrator

Responsible to: Finance Manager

Purpose: To provide a comprehensive and confidential administration and support service to the Corporate team and Chief Executive. To provide an effective, friendly, efficient and professional welcome to all who contact or visit the Association.

General Duties and Responsibilities

- Assist the Chief Executive with facilities management, correspondence and diary management
- Assist the Chief Executive and Board members with administration including confidential and sensitive work
- Coordinate facilities maintenance and development at both sites
- General Administration for the Corporate team and other operations as required
- Responsible for supplier management of goods and service providers as outlined by the CE
- Purchasing of supplies and materials
- Coordination of car fleet maintenance and expenses
- Support and help coordinate special events
- Keeping staff development records up to date
- Organising room hire requirements with customers
- Support the Finance Assistant with finance administration, when required
- Collation of requirements and ordering of catering for all Hereford and Worcester based staff events
- Deal with routine and non-routine enquiries and correspondence
- Maintain accurate and complete records of correspondence and transactions
- Deal with visitors and incoming calls to the organisation

All Staff Duties

- Achieve agreed targets as specified in the HWGTA Strategic Plan, Quality Improvement Plan, Budget, plus any personal development plan targets and contribute generally towards the achievements of the objectives of the Association
- Respond promptly and effectively to requests for information and assistance from customers, managers, and colleagues
- Maintain safety standards in line with the Health & Safety at Work Act and other appropriate legislation
- Carry out duties in line with
 - Equality, Diversity and Inclusion policy
 - Safeguarding policy (including safer recruitment)
 - Sexual Harassment and Abuse policy
 - Health and Safety policy
 - GDPR, data protection and confidentiality policies
 - Apprenticeship Programme Goals
 - Purpose and core values
 - Self-assessment and strategic plan
 - Other relevant quality procedures
- Act as a positive role model for apprentice learners and as an excellent ambassador for HWGTA with all external contacts
- Maintain the image and reputation of the Association within the membership and all associated organisations, customers and general public



- Take appropriate action for self-development to improve personal effectiveness
- Undertake all reasonable requests from the Chief Executive and the Line Manager for work activities
- Where any significant work responsibilities emerge, these will be discussed and negotiated with individuals in advance, taking into account current workload and documented separately

Additional Responsibilities

Limits of Authority

- Any change to systems, procedure and guidelines should be authorised by a manager
- Purchases on behalf of the business shall be made following the operation's specific guidelines and restrictions

Supporting Documentation

- Statement of employment
- HWGTA Staff handbook
- HWGTA Staff Code of Conduct
- HWGTA Policies and Procedures



PERSON SPECIFICATION Corporate Administrator

Quality	Essential	Desirable	Disqualifier
1. Qualifications	GCSE Grade C (Or equivalent) in English & Maths DBS (Disclosure & Barring Service)	Business Administration NVQ Level 3 (or equivalent) Accountancy Level 2 (or equivalent) OCR Level 2 Touch Typing (or equivalent)	DBS (Disclosure & Barring Service) rejection
2. Previous experience	Proven track record in delivering effective administrative systems & customer service		
3. Skills, Knowledge and Abilities	Excellent written communication skills Excellent verbal communication skills Very good IT skills specifically in Microsoft Word and Excel Excellent organisational skills Ability to manage workload and priorities effectively Graphic design	Evidence of creative flair and imagination	Lack of proficiency in English or numeracy
4. Personal Attributes	Excellent interpersonal and communication skills Confidence with working with people Confident Approachable Conscientious Good team-player Flexible Capable of independent working	Sensitive to client needs Tactful Able to mix with all ages Good listener	Unwilling to develop own competence on continuous basis
5. Circumstances	Car driver Full licence	Clean driving licence	Inability to work beyond core hours when required Inability to work in both Hereford and Worcester when required

Please note that some of the elements in the essential category will be evaluated at initial screening of applications and some will be evaluated at interview