

VALLEY HOUSE

BUSINESS SUPPORT ADMINISTRATOR APPRENTICE

JOB DESCRIPTION

Responsible to:	Business Support Manager
Responsible for:	N/A
Conditions of Service:	37.5 hours 26 days annual leave plus public holidays per annum Pension contribution to Valley House group personal pension scheme
Salary:	£5.30 per hour - first year. National Minimum Wage - second year.
Location:	Bell Green, Coventry

Main Purpose of Job:

On the job training to:

- Provide a dedicated reception service for all visitors to Valley House.
- Provide general administrative support on an organisational basis.
- Work as part of the Business Support Team that covers Administration, Facilities, Communications and Finance.

Key Tasks and Responsibilities:

- Providing a reception service.
- Ensure the reception area is a friendly and welcoming environment, with up-to-date literature available for visitors.
- Act as the first point of contact for all face-to-face visitors and phone enquiries providing up to date and accurate information on Valley House and its services.
- Provide an efficient phone service, answering enquiries, taking and communicating messages.
- Undertake general administrative tasks including room bookings; manage first aid boxes; staff ID badges; stationery orders; dealing with internal and external post.
- Liaising with staff to assist in the production of the organisation's monthly newsletter.
- Assist the Business Support Administrator in aspects of security and maintenance of Valley House premises to ensure compliance in regard to legislation and regulations.
- Assist with ensuring Valley House is compliant in Health and Safety regulations.
- Assist the Finance Assistant in the finance functions to ensure prompt and timely payment of Housing Benefit and service charge.
- Assist the Communications Officer to promote Valley House via the website and social media.
- Assist with the production and distribution of Valley House marketing materials, ensuring compliance with Valley House branding.
- Resolve general IT queries to include setting up new users on PC/laptop/phone systems/photocopiers and liaise with external IT consultants when required.

Corporate Responsibilities:

- Adhere to all Valley House policies.
- Ensure the effective implementation of Valley House Equality and Diversity policies.
- Ensure the service user is at the heart of all service delivery and development.
- Attend all meetings and training relevant to your role.
- Act as an ambassador for Valley House.
- To carry out other duties appropriate to the post as requested by your line manager or other manager or Board member.

- 1. Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail**
- 2. Workers should not refuse to undertake any work, which is not specified in this Job Description, but they should record any additional duties they perform and these will be taken into account when the post is reviewed.**
- 3. Valley House is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.**
- 4. Valley House is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.**
- 5. All posts at Valley House are subject to continued funding.**
- 6. This job description may be subject to change by agreement from time to time to reflect the changing needs of Valley House and its funders.**

PERSON SPECIFICATION

QUALIFICATIONS
Level 4 or above in GCSE Maths and English
KNOWLEDGE AND EXPERIENCE
An understanding of IT and social media.
SKILLS AND ABILITIES
Be flexible, positive and use initiative when dealing with situations.
Good communication skills, both written and verbal.
Able to work proactively as part of a team or on own initiative.
Good keyboard skills.