



Job Title	Admin Assistant	Location	Basford Office
Contract Type	Permanent - Part Time 16hrs a Week Monday & Tuesday - 9 am to 5 pm	Pay – The Real Living Wage	£780 per month (£11.25 per hour with a review in April 2024)
Application Deadline	8th December 2023 <i>We may close applications early if enough applications are received</i>	Interview Date	No Set Date
Application Instructions	Complete the application form on the website		
Contact:	Email hr@autisticnottingham.org Call: 0115 888 3223		
Role Summary:			
<p>As an Administrative Assistant, you will be the backbone of our organisation, contributing to the efficient day-to-day running of our operations.</p> <p>You will handle incoming phone calls, respond to general inquiry emails, and provide administrative support to our support service team.</p> <p>Your role will be pivotal in ensuring that individuals receive the assistance they need promptly and that our charity's mission is fulfilled.</p>			



Key Responsibilities

- Answer incoming phone calls and provide courteous and helpful assistance to callers.
- Respond to general inquiry emails in a timely and informative manner.
- Assist the support service team in coordinating appointments, managing schedules, and maintaining records.
- Provide administrative support, including data entry, document preparation, and filing.
- Collaborate with team members to ensure a cohesive and organised work environment
- Assist in organising events, workshops, and meetings related to our support services.
- Maintain a positive and professional demeanour while interacting with individuals seeking assistance.
- Contribute to the continuous improvement of administrative processes and procedures.



Knowledge and Skills Requirements: E = Essential D = Desirable		
Education and Qualifications	Level 3 or higher qualification that evidences strong literacy skills	E
Experience:	Experience in a similar role	D
	Experience working in a team	D
Skills / Aptitude:	Good IT Skills – Able to utilise Microsoft Teams, Google Drives, and other software	E
	Telephone Manner – Be able to answer enquiries and deal with them in a professional and empathetic manner	E
	Written Communication Skills – Be able to answer email enquiries in a professional and empathetic manner	E

