

**Job Description**

**Job Title:** Administrator

**Salary Grade:** Grade 2

**SCP:** 15 - 17

**Job Family:** Business Support

**Job Profile:** BS 3

**Directorate:** People Services

**Job Ref No:**

**Work Environment:** Office

**Reports to:** Business Manager

**Number of Reports:** None

**Purpose:**

To assist in the provision of a high quality administration service for the Centre.

**Key Responsibilities:**

To work with colleagues to provide administration for all areas of Derwent Hill’s operation including finance, marketing, sales, bookings and course delivery.

**Main duties:**

1. Provide the first point of contact for customers and potential customers, visitors and suppliers, by phone, email and in person.
2. Administer sales opportunities throughout the sales process, from enquiry to contracting to invoicing, including pricing, preparation and proposals, and management of all course-related information.
3. Maintain the contact database.
4. Provide administration support for marketing, including updating websites, producing leaflets and adverts, processing mailshots, carrying out market research.
5. Provide administration support for course delivery including booking accommodation, course staffing, managing course records, managing internal communications, producing course programmes, preparing course resources.
6. Operate financial systems according to agreed procedures, including: purchase orders & invoices; petty cash; recording income to bank accounts; reconciling monthly expenditure against computer systems; gathering income from bookings (invoices, internal recharges, card payments).
7. Undertake other duties as may be directed by the Centre Director
8. Contribute to Derwent Hill’s welcoming and supportive ethos, working flexibly when necessary to support colleagues

The post holder must promote and safeguard the welfare of the children and young People that they are responsible for, or come in contact with.

The post holder must carry out their duties with full regard to the Council’s Equal Opportunities Policy, Code of Conduct, Child Protection Policy and all other Council Policies.

The post holder must comply with the Councils Health and safety rules and regulations and with Health and Safety legislation.

The post holder must act in compliance with data protection principles in respecting the privacy of personal information held by the council.

The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information.

**Name of Author: Barbara Barrett**

**Date: 1st May 2017**