

JOB DESCRIPTION

Job Title: Support Administrator

Reports to: Group Support and Volunteer Manager



Role Purpose:

To facilitate the smooth and efficient running of RDA National Office support function, particularly to deliver RDA's "front of house" service ensuring all visitors and casual enquirers are given an excellent impression of RDA (whether in person, on the phone or by email) and to assist in the smooth operations of National Office.

Specific Responsibilities:

1. To manage the Reception area and to provide an excellent first impression of RDA, by;
 - Maintaining the "front-of-house" role, welcoming visitors and answering queries
 - Ensuring the reception and "public space" is kept tidy and conducive to a good first impression
 - Ensuring that all telephone and email messages are dealt with promptly
 - Passing on all queries as necessary
2. To provide ongoing support and administration for the effective management of group information primarily by way of:
 - Dealing with requests, as received from groups, for any database changes
 - Inputting annual trustee updates into the RDA database
 - Assisting with the input of RDA volunteer training records
 - Supporting with the administration of RDA's E-learning site
3. To manage the fulfilment of group and trading orders by;
 - Responding quickly and efficiently to group orders
 - Ensuring all stock is maintained and kept up-to-date, replenishing as needed
 - Ensuring the RDA Group Orders website is kept up-to-date
4. To provide general support for RDA National Office by;
 - Coordinating the post system, including the franking machine
 - Responding to and passing on enquiries from the info@ email address
 - Coordinating office stationery orders
 - Ensuring the server is backed up daily
5. To assist others at National Office by;
 - attending and servicing the National Championships, providing support leading up to the event as requested, as well as supporting the event itself
 - proactively taking part in the telephone answering system and other duties within the office rota
6. To undertake such other duties as the Chief Executive or Director of Operations shall, from time to time, determine.

Further Details:

The role is full time based at National Training Centre, Old Warwick Road Shrewley, Warwickshire CV35 7AX

This is a full time role, working 35 hours per week
(09:00-17:00 Monday to Thursday 09:00-16:00 on Friday with one hour for lunch)

Salary is £16,000 per annum.

Apply by email to Matthew Cobble mcobble@rda.org.uk sending your current CV along with a covering letter explaining why you think you would be a suitable candidate for the role.

Closing date for applications: 12th August 2019