

## JOB DESCRIPTION

**JOB TITLE:** Office Coordinator and Variety Great Days Out Administrator

**REPORTS TO:** Finance Director (with close liaison to the VGDO Manager)

**DEPARTMENT:** Executive / Programmes

**SALARY:** £20,000

**DURATION:** Permanent

**WORKING ARRANGEMENTS:** 35 hours per week

### Job Purpose

The Variety Great Days Out (VGDO) Programme offers thousands of disabled and disadvantaged children and young people the opportunity to experience trips and activities which help them to learn, socialise and have fun. The Office Coordinator and Variety Great Days Out Administrator will act as receptionist and facilities co-ordinator for Variety's head office while also taking and managing bookings for all VGDO events across the South of England.

### Office Co-ordinator Responsibilities (approx. 17.5 hours per week)

#### Office Coordination

- Covering the reception desk during office hours, answering all incoming telephone calls, connecting callers efficiently and greeting visitors to the office
- Monitoring bookings of the boardroom and providing refreshments for meetings taking place upon request
- Ensuring the reception area and meeting rooms are kept clear and tidy;
- Managing relationship with key courier companies
- Maintaining stock levels of all office stationary and supplies, including the ordering of letter headed stationary, business cards and ID cards
- Maintaining office equipment and environment, including calling out engineers or contractors when problems or maintenance issues arise
- Managing office recycling arrangements and liaising with the cleaning company
- Liaising with tenants regarding day to day requests relating to maintenance, security and post.

#### Administration

- Opening and sorting all post along with a member of the Finance Department
- Franking and despatching all outgoing post and packages
- Data entry and database upkeep including the maintaining both electronic and paper filing systems
- Maintaining up to date staff lists and telephone directories
- Assisting with mail-outs, photocopying and collation of documents for meetings and events as well as the distribution of merchandise and fundraising materials to regional offices
- Assisting with off-site events upon request
- Acting as the first point of contact for all member enquiries and activities
- Keeping member records up to date in the database

- Providing ad-hoc administrative to the Executive Assistant as required

#### Health and Safety

- Conducting weekly fire alarm tests and an annual evacuation drill
- Ensuring fire exits are clear of obstruction and First Aid kits have full supplies
- Ensuring annual checks are completed, and that certification is in place, for fire-fighting equipment and emergency lighting as well as the 5-year wiring inspection
- Monitor pest control, taking action as required

#### **VGDO Administrator Responsibilities (approx. 17.5 hours per week)**

##### Co-ordinating VGDO Bookings

- Acting as the main point of contact for schools and children's / youth organisations with regards to the VGDO bookings and enquiries
- Managing and developing the online booking system used by schools and organisations
- Producing accurate registers for all VGDO events
- Overseeing ticket distribution for regular and one off 'third party' events, liaising with venue providers as required
- Ensuring the accurate recording of information using Variety's main database (Microsoft Dynamics)

##### Marketing the VGDO Programme

- Work closely with the VGDO Programme Manager to assist with the implementation of the VGDO marketing plan
- Growing the database of schools and children's/youth organisations that are signed up to participate in the Programme through a range of promotional activities including calling schools, placing adverts and working with existing networks
- Supplying the MarComms team with relevant content for written case studies, press releases, our website, fact sheets and other PR related activities – as directed
- Liaising with the MarComms team over which events and activities should be attended by a photographer and/or videographer

##### Additional Responsibilities

- Handling ad-hoc donations (e.g. toys and gifts) from corporates and organisations
- Working with event attendees to obtain thank you cards and feedback to support ongoing sponsor relationships
- Any other duties as reasonably required by the Finance Director or Head of Programmes

#### **General Responsibilities**

- To achieve the highest standards of safeguarding for the children and young people who come into contact with Variety by complying with all appropriate Policies and Procedures. This includes working within Variety's data protection policies at all time.
- To be familiar and comply with Health and Safety procedures, assuming responsibility for risk management in line with Variety's Risk Assessment and Critical Incident Policy.
- Promote Variety's equality and diversity strategy linking with equality and diversity frameworks to ensure promotion of best practice and to inform and develop appropriate action plans.
- To work cross functionally with other departments, regions and countries.
- Variety operates within a constantly changing environment and as such work priorities and targets

may change. Heads of Department reserves the right to make reasonable changes to the job purpose and accountabilities.

Occasional evening and weekend working will be required.

## **Qualification Skills, Knowledge and Experience Required**

### **Qualifications**

Minimum of 5 grade A*- C GCSEs (including English and Maths)	Essential
A' Level or other further education qualifications	Desirable

### **Skills**

Excellent administrative skills	Essential
Polite, friendly and welcoming manner	Essential
Excellent customer service skills with an ability to respond positively to customer and colleagues' needs, complaints and problems with patience and sensitivity	Essential
Well organised, with a track record for meeting deadlines	Essential
Excellent written and verbal communication skills	Essential
Excellent interpersonal skills, with an ability to manage internal and external stakeholders	Essential
Able to apply sound judgment while working independently	Essential
Detail-oriented and highly organised with the ability to multi-task	Essential
Able to work under pressure to meet deadlines	Essential
Computer literate with the ability to analyse and manipulate data	Essential
Able to work as part of a team	Essential
Able to maintain a positive and pro-active attitude to work	Essential

### **Knowledge**

Microsoft Office (including excel)	Essential
Good understanding of the principles of customer care	Essential
Knowledge of the barriers and challenges faced by disabled children and young people	Desirable
Technical knowledge of CMS software (preferably Microsoft Dynamics)	Desirable

### **Experience**

Previous experience of administration, preferably as a receptionist, administrator or PA	Essential
Experience of working with children in a paid or voluntary capacity	Desirable