



## Job Description

**Position:** Office Administrator  
**Location:** Central Office, London  
**Reports to:** HR Manager

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### Position purpose

- To undertake reception duties, and play a central part in delivery the highest quality administrative support to Central Office staff

### Principal responsibilities

#### Reception

- Represent 2Care in professional manner
- Answering incoming calls, screening callers, taking and distributing messages
- Meeting and greeting visitors and offering refreshments etc.
- Responding to routine telephone enquiries.
- Managing the front of house/reception and building/supplies services
- Managing the office contracts (including IT)
- Providing administrative, secretarial and organisational support
- Managing budget and purchasing supplies
- Providing administrative support to other departments as and when required
- Providing the highest level of customer care: liaising with internal and external customers (e.g.: liaising with insurance regarding claims)
- Managing and administering a heavy workload according to priorities

#### Post

- Opening incoming mail
- Distributing faxes/ internal mail
- Collecting, franking and sending external mail
- Booking couriers

#### Building and Supplies

- Undertaking building checks
- Tidying of reception area and conference room
- Assisting Office Administrator on buildings issues as required
- Stocktaking of office supplies

## Office Administration and Support

- Copy typing - producing a range of copy typed documents from letters
- to forms, tables and reports
- Printing, photocopying, binding and distributing documents
- Ensuring filing systems are kept up-to-date, both paper-based and computerized
- Ordering refreshments for meetings/training courses as required and prepare the conference room for the meetings and trainings

## Project Based Work

- Undertaking specific tasks or projects as requested

## Other Duties

- Supplying all necessary 2Care staff with ID Cards
- Ensuring that the cleaner is aware of the duties for the day
- To undertake any other duties appropriate to the post
- Carry out regular fire alarm test and fridge control
- Production and circulation of quarterly newsletter
- Taking minutes of meetings

## **Benefits**

<b>Starting salary:</b>	circa £20k
<b>Annual salary review:</b>	1 April
<b>Hours of work:</b>	37.5 per week (9am to 5pm, Mon – Fri)
<b>Annual leave entitlement:</b>	25 days holidays per annum
<b>Benefits:</b>	First rate life assurance cover, 3 times annual salary
<b>Pension scheme:</b>	Company pension after 12 months service ( <i>final salary scheme</i> )