

## Job Description

Position:	Office Administrator
Reporting to:	Leadership Support Manager
Contract type:	Fixed term contract (5 months), full-time
Salary:	£22,000 per annum

### Purpose of the post

To provide administrative support to the British Acupuncture Council (BAcC) including acting as the first point of contact for all telephone calls and reception / general office administration duties.

As this role has responsibility for answering the BAcC telephones, it is vital the post holder can work from 9:30 am to 5:30 pm Monday to Friday, with one hour for lunch, between 1 and 2 pm.

### Main responsibilities:

- To be the first point of contact for all external telephone calls into the BAcC, responding to queries, transferring calls, or taking messages as required
- To sort and distribute incoming post and organise and send outgoing post
- To process orders for BAcC leaflets and other BAcC promotional materials and ensure payment is correctly taken, and that materials are delivered on time.
- To take responsibility for ordering all office supplies and stationery, and ensure there is a good supply of office sundries at all times.
- To provide support for various committee meetings, i.e. ordering lunches and clearing meeting rooms.
- To occasionally organise travel for BAcC staff
- To support the Leadership Support Manager with any ad hoc admin projects.
- To liaise positively and professionally with colleagues and visitors.
- Any other duties commensurate with the accountabilities of the post.

### Experience

- Minimum 2 years previous experience in a similar office role.

### Skills

- Strong interpersonal skills with an approachable personality
- Excellent telephone manner
- Excellent organisational skills
- Excellent written communication skills
- Excellent IT Skills, including use of MS Office (Outlook and Word essential, Excel and Power Point desirable) and a good typing speed
- Tact, discretion and respect for confidentiality

## Ability

- A pleasant, confident telephone manner
- The ability to pay strong attention to detail
- The ability to work well in a small team, and also, independently
- The ability to plan your own work, work on your own initiative and meet deadlines
- Excellent written English, and the ability to communicate at all levels
- The ability to remain amiable, professional and approachable at all times
- Reliability