

## ADMINISTRATIVE & MARKETING OFFICER JOB DESCRIPTION

### Safeguarding

Guidance Hub requires all of its employees to abide by its policies on safeguarding and promoting the welfare of vulnerable children and adults. An Enhanced Disclosure and Barring Services (DBS) (Previously known as CRB) check is required with this post. As well as this position being subject to a satisfactory enhanced disclosure, this job offer will also be subject to a minimum of two satisfactory references.

### Values and Attitude

All Guidance Hub employees are expected to demonstrate the Charity's values by working positively as part of a team delivering vital high quality services to clients to create a culture where all are valued and encouraged. In return, Guidance Hub will offer you support, training and development and the best resources that we are able to provide to help you give your best in your work with us.

### Role

Delivering high quality support as an administrator and marketing officer for all departments at Guidance Hub.

### Duties

#### Reception

- Greet all visitors, ensuring that they have signed in appropriately and are provided with an identification/visitors badge, notifying the relevant employee/department of their arrival if necessary
- Deal with any enquiries from visitors as far as possible, referring matters to a manager where necessary
- Ensure the reception areas are presented and maintained to the highest standards at all times
- Prepare and promote to all visitors, Health & Safety, First Aid and Fire Information
- Answer telephone calls, taking and delivering accurate messages and connecting calls
- Replying to all electronic mail, and referring to manager where necessary.
- To prepare and post all outgoing mail
- To monitor, maintain, and ensure the organisations diary
- Liaise with other admin staff, Trustees, Governors, consultants and external organisations to arrange meetings, prepare agendas and draft minutes.
- Attend occasional events and exhibitions as required by the organisation

#### Administrative

- To provide secretarial and administrative support to Management & Teachers
- Make any necessary travel arrangements for the charity team
- To undertake word processing, electronic communication, telephone communication, filing, faxing, printing and photocopying work as required by the charity team, including the HR and Marketing requirements.
- Set up meetings, book meeting rooms and coordinate events accordingly.
- Assist with keeping contact databases and records up to date, including forwarding any data protection queries to the relevant team.
- Maintain office supplies and orders, creating purchase orders on Zero accordingly
- Draft, type and dispatch charity office correspondence as requested.
- Attend occasional evening and weekend fundraising/charity events and exhibitions as required.
- Formatting organisation policies in line with brand guidelines.
- Maintain and ensure website is up-to-date
- Maintain and ensure social media accounts are up-to-date
- Maintain and produce marketing material, electronic and hard-copy
- Produce and distribute newsletters to Guidance Hub's subscribers as scheduled
- Ensure a record of attendance for events at the centre are carried out and updated as required
- Ensure purchase records are up-to-date
- Ensure all invoices are forwarded to the required person/s and recorded as necessary

**General requirements**

- Have good communication skills, with the ability to communicate with management and centre users of different levels, which are transferable to both verbal and electronic
- Ensure that all responsibilities are undertaken in an effective and appropriate manner which meet the requirements of Guidance Hub in accordance with the Code of Conduct for Employees
- Assist in other areas of the organisation when required
- Seek to continuously improve in order that the Charity delivers the best possible service to residents
- Participate in internal/external meetings and training
- Participate in regular supervisions and annual appraisal
- Ensure that all Guidance Hub's Policies and Procedures are adhered to at all times
- Work in accordance with Guidance Hub's culture, values, aims and objectives
- Act as a positive ambassador for the Charity at all times
- Positively contribute to the Guidance Hub team working environment, taking ownership of issues and supporting colleagues where appropriate
- Undertake any other duties that may be required from time to time
- This appointment is subject to the receipt of a satisfactory Enhanced Disclosure and Barring Service check and references.