



Camp Mill, Soudley, Forest of Dean, Gloucestershire, GL14 2UB  
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<b>Job Title:</b>	<b>Administration Officer</b>
Salary:	£8.50 p/h
Hours:	Minimum of 12 hours per week with possibility of increase
Reports to:	Centre Manager
Location:	Dean Heritage Centre, Camp Mill, Soudley, Gloucestershire GL14 2UB
Hours:	9.00 am to 1.00 pm Monday, Wednesday and Friday, with a degree of flexibility. Additional requirement to work some weekends and bank holidays according to a rota, and evenings during special events, and training when required.

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## JOB PURPOSE

A skilled and experienced Administration Officer required with excellent communication skills, highly competent in Microsoft Office (especially Word and Excel) Sage, PowerPoint, Publisher and Access, for a key administration role at the Dean Heritage Centre.

## KEY RESPONSIBILITIES

1. Managing all aspects of the day-to-day running of office administration and supporting the Centre Manager.
2. Dealing with creditors and debtors. Drawing up invoices to customers and ensuring their prompt payment. Logging receipt of invoices from suppliers and making payments.
3. Coding and data entry of all transactions on an accountancy database, liaising with the Finance officer and Centre Manager as appropriate.
4. Maintaining time sheets for hourly paid staff and preparing information for the monthly payroll. Recording annual staff holidays and sick leave. Liaising with the Finance officer and Centre Manager as appropriate.
5. Ordering and maintaining supplies of stationery, office equipment and cleaning products. Dealing with the renewal of regular service suppliers' contracts after appropriate research of competitors, setting up new contracts in liaison with the Centre Manager.

6. Ordering stock for the shop and shop accessories in liaison with the Shop Manager. Receiving deliveries. Entry of stock onto the EPOS till system. Sending sales and stock reports to SOR suppliers. Verifying and processing invoices received from SOR suppliers in relation to sales reports.
7. Devising and maintaining office systems, organising and storing documents and computer-based information, maintaining spreadsheets; databases and presentations.
8. Banking, cashing-up weekly takings, and ensuring a sufficient float is on site.
9. Responding to all email (inc info@ address) and telephone enquiries; opening and posting mail. Producing correspondence and documents.
10. Maintaining and updating internal databases. For example monthly gift aid records, and collating visitor numbers, volunteer numbers and other statistics required for weekly, quarterly and annual measures.
11. Supporting the Centre Manager, for example in arranging meetings, taking minutes and keeping notes; as well as preparing meeting rooms and arranging refreshments when required.
12. Managing and maintaining DBS checks when required
13. Maintaining records of Dean Heritage Centre season ticket holders and managing annual renewals in order to increase income.
14. Recording Centre's group bookings.
15. Dealing with suppliers of vouchers for marketing promotions.
16. Working as duty manager during the week and also outside of normal Monday – Friday working hours, according to a rota. When working as the duty manager this entails opening and closing the Centre, being responsible for cash and maintaining the cash float, dealing with bookings, supporting the volunteers running the Centre's shop and reception desk, working the till, dealing with visitors, general customer service and receiving enquiries and complaints.
17. Acting as a First Aider (when trained)
18. Liaising with all staff and volunteers across the Centre, and with trustees, customers, suppliers, partner organisations and external contacts.
19. Carrying out any other duties which may reasonably be required in relation to a post of this nature.

## **PERSON SPECIFICATION**

1. Excellent communication skills
2. Highly competent in Microsoft Office
3. Flexible, with a positive, can-do attitude, suited to working within a small team.
4. Comfortable in a varied role and able to respond and adapt to changes.
5. Willing to commit to working outside of normal working hours ( weekends and Bank Holidays on a rota, evenings for special events and training as required). Time in lieu will be granted for such hours worked.
6. Experience in administration
7. Experience in dealing with the general public
8. Able to accept responsibility for the Centre during duty manager shifts
9. A full clean driving license will be essential.