

WIRRAL MULTICULTURAL ORGANISATION (WMO) JOB DESCRIPTION

Job Title:	Administration Assistant
Hours:	37.5 hrs. per week
Salary:	National Living Wage
Location:	Based at Wirral Multicultural Organisation
Responsible to	Centre Manager

Job purpose:

The main purpose of the role is to provide administration support for the delivery of WMO services and activities. The post holder will administer the WMO Translation and Interpretation service (T&I) under the direction of the Service Coordinator, delivering a high-quality service to all stakeholders and clients. Key to the role will be responding to service requests from all service users including; public sector professionals, interpreters and clients. Work can be fast-paced, and duties will include liaising with interpreters to arrange and manage bookings. Completion and inputting all necessary documentation utilising the service database and ensuring effective use of document management systems and processes is an important part of the role. The post holder will also be responsible for writing monthly performance reports and updating interpreter records.

General duties

The post holder will also be responsible for a range of general administration duties to support the delivery of WMO service activities including;

- Administration support for the day-to-day operation of WMO services and projects. Utilising key IT skills, to produce and manage documents and correspondence using Microsoft Office 365 applications, (Outlook, Word, Excel, PowerPoint, Publisher, Access) including Desktop and mobile devices.
- Provide general reception/front of house duties welcoming visitors as and when necessary, taking bookings, and messages via telephone calls, emails and following up with WMO staff.
- Maintain effective filing and document management systems including maintenance of confidential records.
- Providing administration support to management to help raise awareness of the WMO service to BAME populations using the WMO website and other social media platforms.
- Opening and managing incoming and outgoing post and correspondence.
- Ensuring stationery is adequately stocked and replenished as necessary safely operating all appropriate office machinery, including photocopiers, facsimile, shredder etc.
- Receiving visitors and maintaining a tidy, welcoming reception area, assisting when necessary to manage booking requests, ensure room set up and clear-away and hospitality.
- The post holder will be required to work proactively to meet ongoing business needs of the organisation and may be required to undertake other reasonable duties commensurate with the job role as directed by management.
- All employees have a general duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions, including more recently COVID-19 safety measures. Employees are required to adhere to all health and safety policies and procedures during the course of their employment and report any hazards or unsafe practice to management.
- The post holder will participate in training and follow all appropriate organisational policies, procedures and good practice guides including e.g. equality and diversity, safeguarding of children and adults, client confidentiality and data protection.

This job description will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks but sets out the main expectations of the service in relation to the post holder's responsibilities and duties. Elements of this job description and changes to it may be amended in light of organisational and service requirements.

Employee Name: _____

Employee Signature: _____

Date: _____