



## JOB DESCRIPTION

- JOB TITLE:** Administration Support Assistant
- PLACE OF WORK:** Manor House, Grange Road, Malvern WR14 3EY
- HOURS OF WORK:** 4 months (during May, June, July plus 4 floating weeks)  
33.75 hours per week, Monday – Friday 9 am – 4.15 pm (30-minute lunch break)  
8 months 13.5 hours per week (worked over 2 or 3 days, working pattern to be agreed).
- RESPONSIBLE TO:** Finance and Administration Manager
- SALARY SCALE:** SCP 6 £19,698 full-time (pro-rata £10,781)

**KEY RELATIONSHIPS:** Finance and Administration Manager, CEO, Secretary to the Board, Administrative Assistant, Finance Assistant, Wardens, Office volunteers.

### JOB PURPOSE

To manage the on-line sale of car park passes; to be part of the team ensuring efficient operation of the MHT office and administrative systems; to be a friendly and professional first point of contact for visitors and callers to MHT offices; to provide holiday cover for the Administrative Assistant.

### PRINCIPAL DUTIES

1. To assist with staffing the reception desk, to meet and greet visitors and the public.
2. To process on-line applications for car parking passes and maintain the pass spreadsheet.
3. To issue and take over-the-counter and telephone payments for car parking passes and maintain the car park pass spreadsheets.
4. To assist with answering incoming phone calls and to direct calls to the appropriate person.
5. To take clear, concise messages and forward them to the relevant member of staff so that action can be taken in a timely manner.
6. To assist with collating meeting papers, agendas and other documents as required and distribute to Board Members, staff and other interested parties.
7. To maintain the stationery store, place orders ensuring best value for money is obtained and check receipt of goods.
8. To undertake filing when necessary and maintain electronic and paper databases and records.
9. To maintain the index of minute books.



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10. To maintain the press cuttings file.
11. To maintain the archives and to guide the volunteers in their archiving work.
12. To assist the CEO and FAM with project management of building improvement works.
13. To arrange DBS checks for staff.
14. To attend team meetings as required.
15. To undertake training as required.
16. To conform to all health and safety and other relevant workplace legislation, policies and procedures.
17. To carry out any other duties which the CEO, Secretary to the Board, Finance & Administration Manager and other colleagues may require to be carried out from time to time without altering the general character or level of responsibility of the post.

CG  
13/9/21



# Malvern Hills Trust

## Administration Support Assistant Person Specification

### Essential

- Experience of administrative work in a similar organisation
- Experience of processing online sales of car park passes or similar low value, high volume transactions
- Confident with handling the public, both face to face and on the telephone
- IT literate, experienced user of Word and Excel
- Numerate
- Organised
- References available
- Flexible approach to work
- Cheerful disposition and sense of humour
- Good knowledge of the Malvern Hills and Commons

### Preferable

- Archiving experience
- Charity sector experience
- Project management of refurbishment/building projects