

GL11 Community Project

Charity No: 1130096

Job Description

JOB TITLE: Administrator/IT Support (16 hrs p.w., term-time only)

REPORTS TO: Project Manager

JOB PURPOSE:

To provide administrative and IT support to Project Manager and GL11 staff team. To ensure a friendly welcoming environment for local residents and families to access a variety of training opportunities, services and activities.

More information about the work of GL11 Community Project is available on our website www.gl11.org.uk

KEY TASKS

- To support the Project Manager in delivering the strategic aims of GL11 and ensuring positive experiences for learners
- To line manage Receptionist/Office Assistant and oversee all front of house activities including course/venue bookings
- To deliver GL11's UK Online Centre programme by offering basic IT support to new service users enabling them to become confident internet users
- To maintain a student/contact database and associated data recording systems including enrolment and evaluation
- To be the first point of contact for training providers/tutors
- To monitor and respond to office based systems, particularly IT systems in conjunction with external IT consultant
- To produce marketing/promotional material
- To be responsible for day to day premises issues
- To maintain levels of competence and knowledge in the field of work
- To work with all staff/volunteers to deliver the above and other reasonable duties as the Project Manager requests

PERSON SPECIFICATION

ESSENTIAL:

- Excellent interpersonal and communication skills (written and verbal)
- Good organisational skills and ability to prioritise workloads effectively
- Ability to work in partnership with other agencies
- Confident working alone as well as part of a team
- Excellent range of IT skills – word processing, spreadsheets, databases as well as internet and e-mail
- Minimum of 2 years experience of working in an administrative capacity
- Commitment to working within the community
- Flexibility and enthusiasm with willingness to work occasional evenings and weekends.

DESIRABLE:

- Experience of adult education/learning environment
- Experience of working in the voluntary sector
- Relevant qualifications in a related field
- Experience of working with individuals and small groups
- Experience of minute taking
- Working knowledge of premises management and health and safety in the workplace
- Experience of working with vulnerable people
- Understanding on Equal Opportunities and Diversity requirements
- Relevant life experience that can be used as an asset

TERMS AND CONDITIONS

The post is for 16 hours p.w., 9.30 a.m. to 1.30 p.m., 4 days a week (some flexibility). This is term time only (40 weeks), 2 weeks of which are to be worked during school summer holidays. Hourly rate of £8.50 (pro rata £16,575). This is initially a 12 month contract – continuation will be subject to funding.

IMPORTANT: Any offer of employment will be subject to a Criminal Records Bureau check and at least 2 satisfactory references.

APPLICATION PROCESS – Closing date 9 a.m. Friday 27 August.

Please submit CV (including names and contact details of 2 referees) with covering letter explaining why this role appeals to you to: Ann Wheeler, Project Manager, GL11 Community Project, Fairmead, Cam, Dursley, Glos GL11 5JS; or e-mail: annwheeler@gl11.org.uk

INTERVIEWS WILL BE HELD ON TUESDAY 31st AUGUST