

Job Description

Job Title	Office Administrator (Part-time)
Responsible to:	Operations Coordinator
Responsible for:	N/A
Date last reviewed:	June 2022
Company Overview	
<p><i>Lincoln Business Improvement Group (BIG) is a private sector led initiative. Working with over 800 member businesses across the retail, commercial, leisure, hospitality and public sectors, we were set up to help make a real difference to the city centre, by introducing initiatives and much-needed services that would not otherwise exist.</i></p> <p><i>Our vision is for Lincoln BIG to put Lincoln on the map as a retail and tourist destination and improve the experience of the city centre for businesses and people who live, work and visit here.</i></p> <p><i>The financial contribution is used to support key projects to improve Lincoln City Centre with a focus on three key priorities: Welcome, Experience and Value.</i></p> <p><i>Lincoln BIG operates under a five-year term upon which is to seek a majority 'yes' vote from its membership as part of a renewal ballot.</i></p>	
Role Overview	
<p>The Office Administrator, reporting to the Operations Coordinator and Operations Manager will provide the central administrative support to the Lincoln BIG team working across a range of internal functions to ensure the efficient running of the office.</p> <p>Working with the Operations Coordinator, you will be expected to administratively support the function of many projects of the business.</p> <p>The Office Administrator will work with the team in meeting with members as and when required, responding to enquiries and needs from our members while supporting the delivery of our business strategy.</p> <p>In your role as Office Administrator, you will lead on all enquiries relating to events and activities, providing complete administrative support to ensure our delivery across the city centre are supported and managed.</p> <p>You will act as the first point of contact for all general enquiries while acting as front of house for all internal and external meetings with guests visiting the Lincoln BIG office.</p>	

Main Duties

- Act as the first point of contact for Lincoln BIG, answering all inbound telephone calls, directing calls, emails, taking messages where appropriate and dealing with general enquiries and distributing to relevant members of staff where relevant.
- Provide general administrative support as and when required by the management team. To act as front of house, greeting guests and general reception duties
- To assist the Operations Coordinator in administering the Lincoln BIG Bus and Car Park Schemes including:
 - processing new car and bus passes and the renewal of existing customer passes
 - Keeping accurate and timely financial records
 - Ensuring that member details are kept up to date
 - Distribution of bus and car park passes and permits
- To assist in the administration of the High Street Banner bookings, liaising with customers and stakeholders and dealing with enquiries around availability.
- Maintain required files and record systems (paper and electronic) in an accurate, up to date, secure and orderly fashion, ensuring compliance with relevant Data Protection requirements. Including the company data base (BIDBase)
- Making proactive calls to levy payer member businesses to maintain regular communications with our members and to task relevant team members with any follow up actions.
- Maintain BIDBase and record levy payer feedback and interactions on behalf of the Company.
- To assist/ support on all other office support requirements as required by the team
- Support the team with business engagement meetings where required
- Support the team with the administration of events/projects
- To carry out general administrative duties.
- To support stakeholder and partner meetings (as and when required) to take minutes, circulate agenda items and minutes to attendees and to host any online meetings where required
- To monitor and order office supplies and be the point of contact for the team in ensuring office supplies are stocked.
- To ensure that all duties are carried out in line with Company health and safety requirements.
- To carry out other duties as may be required within the general scope of the post.

This job description reflects the core activities of the post. As the service and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. We expect that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary.

Person Specification

This section describes the knowledge, experience and competence required by the post-holder that is necessary for an acceptable standard of performance in carrying out this role.

	Assessment method (A, I)	Essential / Desirable
Qualifications		
General standard of education with a minimum of GCSE English and Maths or equivalent	A	Essential
Experience of using Microsoft Office programmes	A	Essential
Knowledge and Experience		
Excellent administration skills	A	Essential
Working for a charity / not-for-profit / small organisation	A	Desirable
Skills		
Strong organisational skills with the ability to work un-supervised	A/I	Essential
Strong customer service skills with the ability to respond to customers' needs	A/I	Essential
Well-developed verbal communication skills with the ability to communicate with people at all levels	A/I	Essential
Well-developed written communication skills with the ability to write for a range of purposes	A/I	Essential
Good team working skills	A/I	Essential
The ability to prioritise and work on own initiative	A/I	Essential
Special Requirements (eg working hours, driving licence etc)		
Flexible approach to working hours to cover occasional evening and weekend events/meetings when necessary.	A/I	Essential
To have enthusiasm, reliability, flexibility and self-motivation	A/I	Essential

Please note that the criteria specified on this form will be used as guidance when short-listing all applications and again at interview. Please ensure you provide evidence within your application giving examples, where appropriate, as to how you meet the specified requirement for the job.

<p>* Assessment criteria A = Application I = Interview</p>
<p>Personal Attributes</p> <ul style="list-style-type: none"> • Good time management skills • Ability to plan and organise • Good Administration skills • Excellent people skills • Excellent communication skills • Excellent team player • Flexibility to changes in routine • Good understanding of producing minutes, agendas, reports • Ability to work independently and as a self-starter • Excellent organisations skills • IT skills (Microsoft Office)
<p>Circumstances</p> <p>Contracted hours – Monday to Friday – 10.00am – 2.00pm</p> <p>The role will be based at our Grantham Street office.</p> <p>Following successful probationary period you will be entitled to join the company's Westfield Health Insurance scheme</p>

Equal Opportunities

Lincoln Business Improvement Group (Lincoln BIG) is an equal opportunities employer and has a positive approach to diversity. We encourage applications from all sectors of the community and selection is on merit alone.