

Job Description

Job Title:	Office Administrator
Job Location:	Birmingham office based
Hours:	Full- Time
Responsible To:	TBC

Job purpose

To provide a pro-active, high-quality office administrative service to the British Dietetic Association based in the Birmingham office.

Provide a welcoming reception function to all visitors and contractors, ensuring the efficient running of the office. To ensure post, franking, scanning of documents are actioned. To work with other teams to ensure room layout and set up, clear down daily, for courses and events. Ensure all catering needs are met and oversee the delivery of catering to all meetings in the office. Oversee the day- to- day meeting room booking system.

To monitor all office supplies including groceries, cleaning, stationary and ensure their replenishment. To assist and support team members and other teams as required with general administration duties within the BDA.

Job context

The British Dietetic Association is a professional body and trade union and is the leading organisation of nutrition professionals in the UK, representing the nutrition and dietetic workforce across all sectors with over 11,600 members.

The role will provide high-quality administrative support to the British Dietetic Association, including an end-to-end service for all office staff, our members and volunteers. Provision of general administrative support for the office.

Key areas of responsibility

Reception

To answer the door and welcome all visitors, suppliers, members, ensuring they sign the register on arrival and their immediate needs are met. Follow up any queries with the relevant BDA team.

Enquiries

To respond to general telephone enquiries and ensure they are directed to the most appropriate person for a response.

To administer the 'info@ e mail inbox' ensuring all enquiries are prioritised information sourced for responses and dealt with, signposting to the relevant BDA team as required.

Meetings

To work with BDA internal teams (Events, courses, membership, communications, specialist groups and branches, partnerships, trade union and public affairs) to support the set up of meetings in the office, including room layout, audio visual requirements, stationary, and catering. To assist in clearing up after meetings.

To manage any external booking enquiries for meetings.

To oversee the smooth running of the internal office booking system.

Office Storage

Oversee the storage in the office working with all teams to ensure that storage is being organised efficiently, cupboards are regularly tidied and all obsolete equipment and out of date supplies are re-cycled or disposed of.

Office Supplies

To regularly monitor and replenish general office supplies including groceries, stationary and cleaning.

Post and Franking, Courier

To ensure all post incoming and outgoing is opened and dealt with by the relevant staff member. Escalate any confidential post to line manager.

Frank post daily for teams and organise courier services as needed.

Security

Each morning and afternoon, ensure the kitchen is tidy, the dishwasher is loaded/unloaded, rooms are correctly set up, all electrical appliances are switched off; catering station is clean, and supplies have been cleared away. Check no obvious confidential information is on desks or any personal equipment items have been left. Ensure the key press is locked and server room is locked.

Change back- up tapes in the server room.

General Administrative support

To provide general administration support to both the other BDA teams as required, including updating documents, compiling mailing lists, using the DocuSign system, sending out invitations, preparing take out bags for events, and courses. Be a pro-active member of the staff team making suggestions for improvement.

Role Dimensions

Knowledge

The role requires knowledge of Microsoft Office systems (Word, Excel, Outlook), BDA specific systems, Zoom and MS Teams or equivalent.

The role requires up to date knowledge and understanding of the BDA's work, its functions, processes, projects and guidance across the teams, to be able to provide comprehensive office administrative support.

Work Complexity and Judgement

This role requires following office processes and procedures. Some judgement and use of initiative is required in dealing visitor, staff queries.

Impact on Reputational Risk

This role will work closely with BDA staff, visitors, and members and therefore the post holder needs to ensure a professional approach in all communications.

Freedom to make decisions

The post holder makes decisions regarding work prioritisation, with reference to others as appropriate.

Emotional impact

This role has a low level of emotional impact on.

Customer Service

Providing high quality customer knowledge to both BDA members, staff and visitors.

Person Specification

Category	Essential	Desirable
Skills	<ul style="list-style-type: none"> • Ability to communicate with staff of all levels, members, visitors, the public and suppliers • Ability to communicate clearly and concisely in writing, on the telephone and face to face • Ability to demonstrate an organised and methodical approach • Understanding of setting up and operating meeting room equipment for remote meetings • Ability to maintain confidentiality • English Language and grammar proven skills • Ability to demonstrate tact, diplomacy, & flexibility • Ability to work well in a team • Ability to perform consistently in line with the BDA values. 	

Experience	<ul style="list-style-type: none">• Experience of office administration and reception• Experienced with activities requiring attention to detail• Experience working in office environment• Experience in a customer focused environment	
Knowledge	<ul style="list-style-type: none">• Knowledge of Microsoft Office (Word, Excel, etc), Zoom and MS Teams or equivalent• Good standard of English Language, grammar and maths to at least GCSE level or equivalent• NVQ 3 Business administration or equivalent qualification or experience	<ul style="list-style-type: none">• Customer service training

CHANGES:

This is a description of the job as it is presently constituted. It is the practice of the British Dietetic Association to examine job descriptions from time to time and to update them to ensure they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This will be conducted in consultation with you.

This job description is supported by annual objectives and performance standards to provide an indication of the level of performance expected from the role.

Signed by Date
Job holder

Signed by Date