

JOB DESCRIPTION

Job title: National Portage Association Office Administrator

Hours: 8 hours per week

Working pattern: Over 2 days

Base: Kings Court, 17 School Road, Hall Green, Birmingham, B28 8JG.

Main purpose of job: To ensure the smooth management of the National Portage Association (NPA) through the provision of administrative and IT support.

Relationships:

Responsible to: NPA Office Manager, NPA Board

Responsible for: Providing a professional level of administrative support for the NPA

Liaison with: Small office team, NPA Board Members, NPA Members, Portage Services and the public

Main tasks of job:

- To support the clerical and administrative function of the NPA
- Processing incoming and outgoing mail (the majority of which is electronic).
- Checking and processing of membership applications and Service Registrations
- Processing applications for the NPA Stamp of Approval scheme.
- To aid other members of the NPA Office Team when needed.
- To maintain and develop the use of the NPA's electronic database.
- To maintain filing systems, computerised and manual, ensuring the storage and retrieval of documents is in line with the NPA's policy on data protection and freedom of information protocols.

Digital media support

- To maintain and update information on the Portage Website.
- To manage and develop NPA social media platforms, under the guidance of the lead NPA Trustee.

Supporting the Board

- To book venues and accommodation as needed for Board meetings (in liaison with the Office Manager and the Finance Officer)
- To co-operate with and work within NPA policies and guidelines.

Provide Support to Services

- To act as the main point of contact for the NPA, answering routine enquiries and where necessary referring them to the appropriate person.
- Support the Virtual NPA member and managers meetings by taking and circulating notes where necessary.

Training Support

- To support the administration of NPA national training programme and NPA's professional qualification scheme.
- To assist in the organising of training courses as required

The above is not an exhaustive list of duties, and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.