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Shoreditch Trust Core Support Officer - Role Description and Person Specification

Reports to: Organisational Support Manager

Salary: £ 22 000 pro rata

Hours: 16 hours a week

Based at: Shoreditch Trust Office, 12 Orsman Road, N1 5QJ, but may be required to attend at other Shoreditch Trust locations

The Admin Core Support Apprenticeship plays an important part in enabling Shoreditch Trust to function. Working with the Organisational Support Manager, this role will involve day-to-day administrative tasks that will facilitate the smooth functioning of the office and the organisation; it will include the organising of people, information and resources, ensuring that office equipment is maintained, relevant records are kept up to date and that all administration processes work effectively.

The role is ideally suited to individuals with an interest in working in a vibrant office environment and an appetite to develop strong administration skills. Good organisational and communication skills are essential, as is the ability to hold a multitude of tasks simultaneously.

Principle Tasks

- Assist the Organisational Support Manager in organising office activities and operations to secure efficiency and compliance to organisation policies;
- Support the team to respond to day-to-day customer enquiries - answering the phone, taking messages and welcoming visitors to the office;
- Assist with the managing of tasks undertaken by contractors;
- Track stock of office supplies and place orders when necessary;
- Input data and archive documents;
- Undertake administrative tasks for meetings including preparing documents, booking venues and taking minutes.

Confidentiality

In undertaking administrative duties, the Admin Core Support role will have access to information relating both to individuals and to organisations including Shoreditch Trust. All such information should be regarded as strictly confidential and the Admin Core Support role will be expected to comply with Shoreditch Trust Data Protection policies.

Corporate responsibilities

- Demonstrate high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration;
- Keep customer care as the major priority for service provision;
- Ensure the service is promoted efficiently, effectively and in-keeping with the aims and values of Shoreditch Trust;
- Adhere to all Shoreditch Trust policies and procedures, including those relating to Health and Safety, Personal Safety, Fire Safety and Safeguarding.

Person Specification

You will have:

- An interest in the work Shoreditch Trust does in the Community with an interest in developing your skills in office and building management administration;
- Good standards of written and spoken English and level of accuracy in writing and data inputting;
- Familiarity with office management procedures and principles;
- Computer literacy with a good working knowledge of Microsoft packages – Word, Excel and Outlook in particular;
- Excellent timekeeping skills.

You will be:

- Willing to learn about the work of Shoreditch Trust projects and operations and to support the administrative work we do which is essential to ensuring the organisation runs smoothly and efficiently;
- Committed to the working hours agreed between you and the Organisational Support Manager;
- Enthusiastic and approachable.