

## **Administration Assistant**

### **Job Description**

Responsible to	Office Manager
Employed by	Leeds Older People's Forum (LOPF)
Salary	Scale 3 (SCP 5-6) £19,650 -£20,043) pro rata
Contract	Permanent post subject to funding
Annual Leave	25 days + 8 days public holiday pro rata
Pension scheme	Company scheme or contribution to private scheme (5% employer contribution)
Hours of working	21 Hours per week
Location:	Varied (a mixture of working from home and working from the LOPF office at LS3 1AB)
Closing date:	10am Monday 11th July 2022

### **About Leeds Older People's Forum**

Leeds Older People's Forum is a registered charity that exists to promote the wellbeing of older people in the city of Leeds. We're a network of third sector organisations working to ensure older people have the opportunities, freedom and support to live the life they want.

Together, we've been working with and for older people since 1994 to make Leeds the best city to grow old in. Our member organisations work closely with older people across a diverse range of areas, including health, social care, housing, transport and leisure.

We're constantly exploring, evaluating and adjusting to the needs of older people. Thanks to our connections to the wider health and social care network in Leeds, we're in a position to promote the wellbeing of older people in a way that's shaped directly by their voices.

We aim to do this by:

- Identifying and promoting the needs of older people
- Supporting our member organisations to work effectively with older people
- Developing a diverse range of engaging campaigns
- Influencing and developing policies around issues affecting older people
- Challenging ageism and discrimination with older people's stories and experience of ageing
- Using co-production to develop projects and promote social participation
- Sharing information and best practice with organisations that support older people

We place older people at the heart of everything we do, responding to their views and lived experiences.

## **Role Overview**

The Administration Assistant will support the Office Manager to carry out core work at Leeds Older People's Forum (LOPF) and in a variety of programmes led by LOPF. Currently, two of our larger programmes are:

[Travel Connections](#): This one year, 'test and learn' programme has been awarded a grant through the Department for Transport's 'Tackling Loneliness with Transport' fund. The aim is to explore how the vast network of existing transport resources in Leeds can be better used to reduce loneliness for older people. Travel Connections will run until 31 May 2023.

[Enhance](#): Leeds Older People's Forum is leading on Enhance on behalf of the Forum Central Partnership in partnership with Leeds Community Healthcare Trust. This programme supports safe and sustainable discharge from hospital and neighbourhood teams into a secure home environment. Enhance links Neighbourhood Teams with third sector organisations across Leeds to enhance capacity in both sectors, enabling people to receive a range of support at home to help them stay well. Enhance will run until 31 March 2023 unless continuation funding is secured.

## **Purpose of the Post**

- To enable efficient delivery of LOPF's work by providing a range of administrative support to the Office Manager.

## **Key Roles**

### **Administration**

- Assist the Office Manager with all business related matters as and when required
- Provide telephony support
- Be one of the first point of contact for LOPF, responding to telephone, email and other enquiries
- Work proactively to identify and implement administrative tasks efficiently
- Support the Office Manager to plan meetings and other events, including photocopying and distribution of papers, inviting attendees, booking rooms, arranging transport, organising speakers
- Support data entry into a Customer Relationship Management(CRM) system for contacts and target community groups
- Collate information for the purposes of monitoring, performance improvement and sharing learning
- Support maintenance of an electronic and paper-based filing system
- Help to organise staff, trustee and volunteer social and team building events
- Arrange travel, parking and accommodation for team members as required
- Support the collation of contract monitoring information

### **Promoting the work of LOPF**

- Help to support the wider team in promoting LOPF's work including maintaining a contacts database.

## **Event administration**

- Support event promotion using various media, targeted and accessible communications.
- Support with room bookings, liaise with attendees, arranging catering
- Support with setting up online bookings using Eventbrite (or similar) and postal/telephone bookings, keeping track of the bookings.
- Photocopy and collate delegate packs (or create online version), produce delegate lists and evaluation forms and delegate badges.
- Support smooth-running of conferences, including attendance at the event
- Support with setting up and setting down for meetings and events

## **Other Duties**

- Identify your own training needs and undertake training
- Attend staff meetings and regular supervision
- Carry out further duties commensurate with the post
- Carry out the duties of the post with due regard to LOPF's Equality and Diversity policy

## **Person Specification**

### **ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE**

- Previous experience as an Administration Assistant or in a similar role
- Experience of office systems and equipment
- Organisational skills with a problem-solving attitude
- Attention to detail and the ability to work accurately and efficiently
- Good IT skills
- Excellent verbal and written communication skills with the ability to communicate effectively over the phone, face-to-face and online
- Experience of using word-processing software and Google Drive
- Prepared to work remotely

### **DESIRABLE SKILLS, KNOWLEDGE AND EXPERIENCE**

- Understanding of the access needs of older people in relation to this role.
- Experience of working with volunteers
- Ability to proof-read reports and other communications
- Experience of using a range of social media tools
- Experience of using web based tools including Airtable, Eventbrite, Wordpress or similar