

<b>Job Title:</b>	Administration Assistant – Fixed Term Contract to March 2026
<b>Location:</b>	Leeds, Head Office, LS13 – Occasional home working may be offered after a satisfactory probation period
<b>Reports to:</b>	Administration Manager / Senior Management Team
<b>Salary (FTE):</b>	Pay range of £24,277- £24,960 + pension contribution (pro rata for part time)
<b>Hours of Work:</b>	22.5 - Days and shifts to be agreed

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### **Job Description:**

The role involves providing high-quality administrative support to the staff and Trustees of William Merritt Centre, with an emphasis on call handling and data entry tasks.

### **Key Responsibilities:**

- **Telephone Support:**
  - Handle enquiries from clients, carers, suppliers, and healthcare professionals.
  - Answer queries professionally, demonstrating an in-depth knowledge of William Merritt Centre services.
  - Commitment to on-going learning and self-development, staying updated with service and process changes.
  - Exercise judgement in identifying the need for clients to speak with a therapist/assessor and to make appropriate arrangements.
  - Signposting to other organisations when appropriate.
- **Data Entry & CRM Support:**
  - Enter and update data accurately into the CRM system.
  - Support colleagues with data entry, ensuring referrals are correctly recorded, and system status is updated.
- **Appointment Management:**
  - Arrange and document appointments for service users.
  - Maintain up-to-date calendars and ensure all relevant documentation is prepared for appointments.
  - Manage booking lists and communicate with clients via phone, email, or post.
- **Administrative Duties:**

- Maintain electronic filing systems, update databases, and produce reports, spreadsheets, and documents using software such as Excel, Word, and PowerPoint.
- Assist with mail handling, photocopying, and filing tasks.
- **Support for Staff & Services:**
  - Assist with the distribution of information and ensure adequate literature is available.
  - To ensure the training room is correctly laid out for each training course delivery including catering trolley and IT equipment when requested.
- **Reception:**
  - Occasionally to act as the first point of contact at the Leeds Main Centre, providing reception services and informing relevant staff of client arrivals.
- **Workload Management:**
  - Manage your own workload, prioritising tasks and deadlines.
  - Demonstrate initiative, flexibility, and professionalism in service delivery.
  - Action daily tasks and ensure every opportunity is taken to progress assessment referrals towards booking and completion.
- **Contribution to the success of William Merritt Centre:**
  - Demonstrate the ability to liaise with staff from varying disciplines.
  - Participate in team and whole staff meetings and discussions to identify areas for improvement to service delivery.

### **Skills & Attributes:**

- Ability to empathise and show patience with all service users
- Excellent telephone communication skills
- Strong data entry and organisational abilities
- Proficient with CRM systems, MS Office (Excel, Word, PowerPoint, Outlook)
- Ability to handle enquiries professionally and manage appointments efficiently
- Flexibility to adapt to changing priorities
- High standard of professionalism and attention to detail

# UK PERSON SPECIFICATION FRAMEWORK

JOB TITLE: ADMINISTRATION ASSISTANT

DATE OF PERSON SPECIFICATION: MARCH 2025

## EXPERIENCE (including paid work and voluntary – E-Essential, D-Desirable)

- Previous administration experience (E)
- Good MS Outlook knowledge (E)
- Good MS Office skills including word, excel and outlook programmes (E)
- Experience in the use of CRM database (E)
- Experience of call handling in a busy office environment (E)
- Experience in use of Internet (E)
  
- Experience in composing own correspondence (D)
- Experience of working in the voluntary sector (D)
- Personal experience of disability (D)
- Experience of producing minutes for meetings (D)
- Practical Driving Knowledge (D)

## QUALIFICATIONS

- Demonstrate high level of keyboard skills and ability (E)
- A Level, or equivalent (D)
- Customer service and administration qualifications (D)

## SKILLS AND ABILITIES

- Smartly presented
- Confident, positive and friendly approach
- High standard of professionalism and attention to detail
- Ability to empathise and show patience with all service users, sensitive to the needs of people with disabilities
- Excellent telephone communication skills
- Excellent IT skills (CRM systems, Excel, Word, PowerPoint, Outlook) including ability to respond to new IT initiatives
- Strong data entry and organisational abilities
- Ability to handle enquiries professionally and manage appointments efficiently
- Flexibility to adapt to changing priorities

## SPECIAL CIRCUMSTANCES

- Willingness to work flexibly, including occasional evening and weekend work

## Disclosure & Barring Service (Criminal Records Bureau) check

Please be aware that the successful candidate may be required to take a Disclosure & Barring Service (DBS) check. This check may be necessary as the work involves dealing with or having access to children and vulnerable adults whilst undertaking normal duties.