

Programmes & Admin Officer Job Description

Salary: £18,000 (pro rata = £14,400 p.a.)

Hours of work

- 30 hours per week
- No overtime payable but flexi-time can be taken
- 20 days annual leave plus bank holidays

About the job

Embercombe's mission is to inspire positive change in the world. Your role will be key in providing administrative support for the programmes that we deliver in house and for supporting our external client liaison work.

You will work from our beautifully situated offices on the edge of Haldon Forest, Nr Exeter. Your role will be supporting day-to-day programme operations and taking care of the all-important admin responsibilities of the programmes team. As well as looking after programme bookings, arranging programme details, hosting events and coordinating management information, you'll provide exceptional service to internal and external customers. With a can-do attitude, you'll have a positive approach and be able to juggle tasks which include dealing with general enquiries, processing income and providing information and documents to customers in a timely and professional manner.

With experience in using a variety of IT programmes, including MS packages, you'll also have knowledge of CRM systems, or other database packages. You'll be an exceptional communicator, with strong customer service and organisational skills and have excellent attention to detail.

Your role will be pivotal and you'll enjoy the everyday reward of knowing that everything you do is helping to develop the work of Embercombe.

Responsible to: Programmes Manager

Roles and Responsibilities

General Administration under the direction of the Programmes Manager

1. Providing accurate, enthusiastic and timely responses to incoming enquiries and queries
2. To provide motivating and inspiring outgoing customer care and liaison as part of programmes and events administration, promotion, customer journey and end customer experience.
3. To be part of the team working to develop programme and new business opportunities, supporting this team with exceptional administration skills.
4. To develop opportunities for cross-selling Embercombe products/ services as appropriate.
5. Process programme booking forms and registrations in accordance with agreed timescales.
6. Accurately record and update data on Embercombe's CRM platform and relevant external databases in line with Embercombe's data protection protocol
7. Maintain and contribute to the efficient development of programme booking systems to ensure efficient delivery of programmes and events
8. You will be part of a office based team that is jointly responsible for answering phones and directing enquiries to the relevant departments.
9. Communicate effectively and clearly with the operations/facilities team regarding new business bookings, potential and confirmed, to ensure that communications systems are working and that the operations team is adequately briefed to be able to fulfil the requirements of clients (external and internal) programmes.
10. Have a working knowledge of relevant administrative aspects of the team
11. As required provide office management support to the office based team, such as post distribution, stationary orders, archiving, storage and taking minutes of meetings.

Other Duties

1. Under the supervision and guidance of the Programmes Manager, undertake mini projects in relation to programme development, supporting and contributing to the growth of this area.
2. Hosting clients and customers during training and events at Embercombe, also hosting and promoting Embercombe to potential clients and customers that visit.
3. Attend team meetings and briefings on a regular basis and activity contribute to discussions.
4. Ensure that in your area of work the department functions in an efficient and effective manner.
5. Undertake such other commensurate duties as may be required from time to time.

Person Specification

Knowledge, training & qualifications

1. Good level of education including GCSE English and Maths
2. Intermediate Microsoft Word and Excel Experience
3. Previous experience in a busy office environment
4. Experience of working in a customer focussed environment
5. Experience of working with computerised databases
6. Experience of busy customer facing environment including phone and email

Skills & attributes

1. PC literate – includes database skills, Microsoft Word and Excel
2. Clear and concise verbal and written skills
3. Organised approach to project based work
4. Strong time management skills
5. Methodical with good attention to details
6. Good team working skills

7. Ability to work under own initiative
8. Excellent customer service skills
9. Strong interpersonal skills
10. Flexible and adaptable approach to work
11. Enthusiastic and passionate attitude

Working Environment

1. You will usually work in an office environment at Embercombe, but the role may sometimes require you to travel to meet with potential new clients, existing clients, conferences, visit our off-site programmes, and meet with partner organisations. This may necessitate occasional overnight stays.
2. Your hours are within a standard work week but you may be required to work some evenings and weekends to host clients and customers.

Embercombe's purpose is to be a powerful and innovative catalyst for the emergence of leaders and change agents who will take courageous action for a just, peaceful, and sustainable world.

What we mean by leadership

Leadership is a choice - a choice related to purpose.

If we know what we deeply *love*, this choice is liberating.

If we know what our *gifts* are, this choice can take form.

If we know what our *responsibilities* are, this choice becomes a necessity.

This is the choice we call leadership.

For us, true leaders:

- are people who, knowing what they love, take action to nurture and protect it.
- are people of integrity, whose actions are aligned with their words.
- are those who are brave enough to act on what they know to be true.
- have no attachment to leading, they always seek the empowerment of others.
- walk the twin trail –the inner path of self unfolding, healing and growing; the outer path of having powerful effect in the world.
- combine the qualities of kindness, consideration, and gentleness, with authority, dignity, discipline, and courage.
- listen, consult, co-create, and delight in supporting, following, and walking alongside.
- come in all shapes, sizes, colours, abilities, ages and walks of life.
- never concede their self-authority.
- honour the Children's Fire (see <http://embercombe.org/what-we-do/vision-mission/>)

True leadership is available to all. It is a choice that is renewed moment by moment, forever.

Application Process

The closing date for applications is midday on the Monday 9th May, 2016

Interviews will take place in the afternoon of Monday 16th May

The interview will be held at Embercombe, near Exeter. Evidence of eligibility to work and live in the UK should be brought to the interview.

To apply for this position please send your CV and an application letter specifying how you meet each of the job requirements drawing upon your experience to date. Please include the names of 2/3 referees, who will not be contacted until after the interview.

Please send to Clare Mann clare@embercombe.org

Telephone: +44 (0)1647 252 983

Website: www.embercombe.org