

**JOB DESCRIPTION**

**Job Title:** Administrative Assistant

**Location:** The Port, Cheltenham

**Line Manager:** Executive Team Lead

**The role**

The Administrative Assistant will effectively help the Business Support Team to ensure the smooth running of the office and to provide support to the Central Team, Senior Management and Executive Directors.

**Key Accountabilities**

* First point of contact for all telephone queries: answering questions, redirecting calls and taking messages as required.
* Dealing with incoming and outgoing post; arranging and managing courier deliveries.
* Daily office housekeeping and the smooth running of the office, ensuring it provides a first-class working environment for colleagues and guests.
* Facilitation of internal meetings; booking meeting rooms/handling scheduling.
* Support with internal events and office social events.
* Welcoming and providing support to visitors.
* Ensuring stationery and office supplies are ordered and maintained.
* Reporting any issues with our office space requiring maintenance or attention.
* Assisting the Business Support Team with administrative and ad hoc task support as required.
* Assisting with the administration of travel and accommodation and on and off-site meetings and events.
* Assisting with monthly credit card submissions.

**Skills and Experience**

**Essential:**

* Good computer skills, including Outlook and Microsoft packages.
* Strong people skills are essential as this role will work with a wide range of stakeholders, both internal and external.
* Persistence and diplomacy.
* Initiative to think and plan ahead.
* Willingness to work flexibly and be involved in multiple tasks for different teams and colleagues.

**Desired:**

* Previous experience within a busy office environment
* Administrative experience