

ADMINISTRATION ASSISTANT Job Description

Primary tasks

1. General office administration and maintenance, including:
 - a. Stationery
 - b. Library
 - c. Subscriptions
 - d. Scanning and archiving files
 - e. Scanning daily incoming correspondence and attaching it to files in database;
 - f. Confidential waste
 - g. Office supplies
 - h. Office Insurance
 - i. Photocopier
 - j. Liaise with gardeners
 - k. Liaise with cleaners

2. General support to the accounts department, including;
 - a. Invoicing
 - b. Invoice data input
 - c. Petty Cash

3. Close support to our accountant one day per week

4. Casework support, including:
 - a. Translation of documents and correspondence into and from Portuguese and/or Spanish.
 - b. Organising outside translation and interpreting services when needed.
 - c. Interpreting in emergencies.
 - d. Photocopying as necessary for clients attending the reception and as requested by colleagues including paginating and preparing court bundles.
 - e. Delivering to and collecting photocopying from outside suppliers.
 - f. Billing files
 - g. In emergencies filing documents at court.

5. Keeping the basement tidy.
6. Providing reception support when required. Reception duties include:
 - a. Answering the phone helpfully and politely.
 - b. Opening the door.
 - c. Dealing with general enquiries.
 - d. Dealing with the post and faxes.
 - e. Referring telephone callers to other agencies in consultation with caseworkers and completing referral records.
 - f. Taking messages and accurately and promptly sending them by internal e-mail.
 - g. Keeping reception secure and in particular ensuring that cupboards are locked and that the stamps folder is kept securely.
 - h. Providing clients with drinks when asked to do so by a caseworker.
 - i. Setting the Night Mode phone service at 5:30 pm.
 - j. Listening to voicemail messages in the morning (if this has not been done by somebody else) and then passing the messages to the appropriate people.
 - k. Liaising with admin staff if you need to leave reception.
 - l. Water indoor plants at least once a week. Water the garden during the summer up to two times per week.

General

1. The above duties to be performed in a polite and helpful manner and in co-operation with colleagues.
2. Client confidentiality is to be preserved at all times. In particular confidential documents should not be left where anyone other than colleagues can see them and you should not discuss or name clients when other clients or members of the public can hear you.
3. You will support the office manager as requested.
4. You will report to and be supervised by the office manager.