



Clerical Assistant

Responsible to:	The General Manager
Location:	Rookwood Hospital, Llandaff, Cardiff.
Hours:	22.5 per week, may include some evening and weekend work
Annual Leave:	22 days per annum plus Public Holidays, rising to 25 after 3 years service pro rata
Pay Scale:	£15,792 p.a. (pro rata)

Headway Cardiff is a registered charity providing support and services to people affected by an acquired brain injury in the south east Wales area.

The clerical assistant is responsible for providing administrative support in an office environment.

MAIN JOB TASKS AND RESPONSIBILITIES

- Answering and responding to telephone calls
- Taking and distributing messages
- Sending out relevant literature and information
- Receiving, sorting and distributing incoming mail & e-mails
- Assisting with mail shots
- Letter writing/minute taking
- Order office stationary and supplies
- Be responsible for the maintenance of office equipment
- Data entry
- Archiving and maintaining records
- Invoicing
- Credit control
- Assist with the production and distribution of the quarterly newsletter
- Social media updating and monitoring
- Website maintenance
- Designing and producing forms, posters and flyers
- Assist with the administration of the fundraising committee
- Attend relevant training sessions
- Attend supervision sessions with the General Manager
- Perform other related duties as required by the Trustees or General Manager from time to time

Confidentiality

- Ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity.
- To comply with the requirements of the Data Protection Act.

This post is subject to a Criminal Records Bureau check at an enhanced level.

Person Specification

	Essential	Desirable
Qualifications and training	<p>GCSE English Literature or Language and Maths grade C or above (or equivalent).</p> <p>Further academic development such as A' Level or equivalent Vocational Qualification.</p>	Graduate calibre
Skills and abilities	<p>Excellent oral and written communication skills</p> <p>Excellent organisational skills</p> <p>Excellent IT skills, in particular Microsoft Word, Excel, Powerpoint, Publisher, Access, Outlook</p> <p>Excellent numeracy</p> <p>The ability to deal with people at all levels</p> <p>The ability to prioritise tasks</p> <p>Strong attention to detail and a high level of accuracy</p> <p>Flexible approach</p> <p>Able to manage own time and work autonomously.</p> <p>Able to work on own initiative with drive and enthusiasm.</p>	<p>Familiar with the management of Facebook and Twitter</p> <p>Website management</p> <p>Fundraising experience</p> <p>Experience of credit control</p>
Experience/ Knowledge	<p>Previous receptionist or clerical experience</p> <p>Knowledge of office management systems and procedures</p> <p>Knowledge of administrative procedures</p> <p>Ability to work effectively with people regardless of their ethnic, cultural, social backgrounds, their gender, age, religious belief, disability and sexual orientation.</p>	<p>Knowledge of effects of acquired brain injury and the support available</p> <p>Previous experience of working with brain injured service users or other groups with special needs such as children, mental health, learning disabilities</p> <p>Knowledge of the Voluntary sector</p>
Personal effectiveness	<p>Organisational skills and a proven ability to manage time effectively.</p> <p>Commitment to learning and professional development.</p> <p>Excellent sense of humour</p>	<p>The capacity and self confidence to innovate.</p> <p>Commitment to delivering service excellence.</p>