

## **JOB DESCRIPTION**

<b><u>JOB TITLE:</u></b>	Administrative/Marketing Assistant
<b><u>EMPLOYER:</u></b>	Acorn Venture Association
<b><u>LOCATION OF WORKPLACE:</u></b>	Acorn Farm Depot Road Kirkby Merseyside L33 3AR
<b><u>RESPONSIBLE TO:</u></b>	Deputy Manager
<b><u>RESPONSIBLE FOR:</u></b>	Providing administrative, clerical and other support in a timely, professional and efficient manner to ensure that the project runs smoothly.

### **MAIN DUTIES AND RESPONSIBILITIES:**

#### **GENERAL ADMINISTRATION**

- Responding promptly to enquiries received by email or telephone
- Ensuring that messages left on the answer machine are dealt with promptly.
- Ensuring greeting messages on answerphone are current.
- Opening mail and passing on to relevant person
- Ensuring bookings for school visits and animobiles are recorded in the education diary
- Ensuring bookings for birthday parties are entered in the relevant diary and deposits are received within the appropriate time scale. Sending confirmation emails in the week leading up to the party. Promoting vacant dates on social media on a monthly basis.
- Liaising with the cafe manager if food is required for a birthday party.
- Liaising with horse ride staff if horse rides are required for weekend birthday parties
- Relaying details of parties to the Weekend Manager via the weekend link book
- Ensuring that the birthday party room is left in a neat and tidy state on a Friday afternoon.
- Assisting with cash-up of tills as requested.
- Ensuring bookings for activity days are recorded and payment received
- Obtaining quotations for supplies/work to be carried out as requested
- Greeting visitors and offering refreshments
- Analysing visitor surveys and other information
- Filing documents for own post, manager and deputy manager as required
- Ensuring that office machinery and equipment is fully operational and serviced as required
- Assisting with correspondence, preparing/sending reports and research

- Monitoring working hours of cleaning staff [via CCTV footage] on an ad hoc weekly basis.

## **ORDERING STOCK/SUPPLIES**

- Ordering animal feed, hay and straw as requested
- Monitoring and maintaining stock levels of stationery and ensuring the office store is kept in a clean and tidy state.
- Maintaining stock levels of cleaning supplies and on delivery ensuring that supplies are stored in the appropriate place so that they do not present a health and safety hazard
- Maintaining stock levels of First Aid supplies
- Ordering animal feed bags as required
- Ordering of café supplies as requested by the Café Manager
- Ordering of shop supplies

## **MARKETING**

- Updating signs, notices and boards around the farm site in a timely manner.
- Updating Animal sponsorship information around the farm site
- Designing flyers to promote farm products, events and activities
- Maintaining databases of customers and local firms.
- Emailing out regular updates of events and activities to the above
- Sending out regular press releases to the local media
- Updating the website as required
- Posting regular updates on Acorn's social media pages
- Replying to all reviews [Face book, Trip Advisor, Google] in a timely fashion
- Administering the animal sponsorship scheme within an appropriate timescale [1 week]
- Monitoring stocks of leaflets and copying/ordering supplies as needed
- Ensuring leaflet racks are kept fully stocked
- Ensuring adequate supplies of up to date farm site plans and other relevant visitor information are available in the shop and admissions kiosk
- Ensuring spare till rolls and an adequate supply of admission stickers are kept in the shop and kiosk
- Organising competitions e.g." Name the animal "
- Attending Networking Meetings

## **OTHER**

- Carrying out toilet checks twice daily
- Running occasional small animal petting sessions as requested by visiting groups
- Making ice cream
- Bagging up animal feed when needed
- Assisting the people we support with ordering and paying for lunch
- Providing lunchtime relief in the shop/admissions kiosk as required. Checking stocks of paper hand rolls in hand washing area before and after shift in kiosk.

- Checking menu in cafe weekly and replacing as needed.
- Serving in the shop/plant sales/admissions kiosk/cafe to cover sickness /holidays
- Clearing and cleaning café tables as needed
- Ensuring that all new staff are issued with an identity badge within an appropriate time scale.
- Administering First Aid
- Occasionally helping to put the animals away and to lock up
- Safe-guarding the property of the Association as entrusted to your care.
- Acting in accordance with the requirements of the Data Protection Act
- Providing advice and guidance, where appropriate, on the application of company policy and procedure.
- Attending relevant training, staff supervision and staff development reviews.

This job description is an outline of the requirements of the post and as such is not exhaustive. The post holder may not unreasonably refuse to undertake any other duties deemed commensurate with the post.

All jobs are subject to change from time to time and this job description will be reviewed regularly in accordance with Company policy.

### **CONFIDENTIALITY:**

Acorn Farm recognises the great importance of confidentiality in the professional practice of its staff and in its administrative procedures. Information clearly intended for one purpose should not be used for another without the sanction of the service user, staff member or person supplying the information. The only exceptions are where there is clear evidence of serious danger to the service user, staff member or other person(s) or where legislation requires release of the information. All staff are required not to divulge any information, verbal or written, to any external source that could be damaging to the company's reputation or commercial viability.

### **DBS CHECK**

Successful candidates will be asked to undertake an enhanced criminal background clearance check as part of the recruitment process.

Having a criminal record will not necessarily bar you from working with us. This will depend on the nature of the position and the circumstances and background of your offences.

### **EQUAL OPPORTUNITIES:**

Acorn Farm aims to provide high quality services within the resources available. In order to fulfil this aim most effectively it operates a policy of equal opportunities to ensure that no service user, job applicant, employee or voluntary worker is discriminated against either directly or

indirectly on the grounds of gender, age, race, religion, disability, sexual orientation, marital status, maternity or gender reassignment.

### **HEALTH & SAFETY:**

All employees are responsible for taking reasonable care of themselves and others who may be affected by their work. Everyone working within Acorn Farm is bound by Health & Safety legislation and must adhere to safe systems of work.

### **ACORN FARM POLICIES:**

All employees are required to implement and follow Acorn Farm policies and procedures and undergo any training associated with them.

### **TERMS & CONDITIONS**

Salary: £23,000

Hours: 37.5 hrs per week (Mon – Fri 8.30am – 4.30pm)

Holidays: 20 days plus 10 days [to cover the 8 bank holidays and 2 additional discretionary days over the Christmas period.]

The post is subject to a six-month probationary period.

**PERSON SPECIFICATION****ADMINISTRATIVE ASSISTANT**

Requirement	Essential/ Desirable	
<b>Education/Qualifications</b> <ul style="list-style-type: none"><li>• Good standard of written and spoken English (GSCE Level or equivalent]</li><li>• Good standard of basic maths [GCSE Level or equivalent]</li><li>• NVQ Level 2 Business Administration</li><li>• Marketing Qualification</li></ul>	E  E  D  D	
<b>Knowledge, Skills, Abilities</b> <ul style="list-style-type: none"><li>• Working knowledge of Microsoft packages to include Word, Excel and Outlook</li><li>• Excellent written and verbal communication skills.</li><li>• Ability to communicate at all levels with both internal and external customers.</li><li>• Excellent telephone manner.</li><li>• Marketing Experience</li><li>• Organised and planned approach to all areas of work.</li><li>• Ability to work on own initiative ensuring deadlines and punctuality are adhered to.</li><li>• Understanding of confidentiality in relation to the post.</li><li>• Ability to work with accuracy and attention to detail</li><li>• Flexible approach to work.</li><li>• Understanding of Equal Opportunities and its application in relation to the post.</li><li>• A positive approach towards people with learning disabilities and/or mental health problems.</li><li>• Positive enhanced DBS check.</li></ul>	E  E  E  E E  E  E  E  E  E  D	

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