

**Position Description for the Coromandel Heritage Trust Administration Assistant,
October 2018**

Reports to:

Coromandel Heritage Trust Manager/Archivist

Staff reporting to the position:

Contractors and volunteers as assigned

Financial accountability:

Operational spending within approved delegations and budget

Functional Relationships with:

Internal

The Coromandel Heritage Trust
Manager/Archivist
The Coromandel Heritage Trust Chair
Trustees
Management Committee members
Volunteers

External

Members of archives and other
professional groups
Members of the public
Researchers
Service providers
District Councils
Thames Community Board

Primary Objective of the job:

The primary purpose of the Coromandel Heritage Trust Administration Assistant is to provide administration support to the Treasury and Trust as directed by the Coromandel Heritage Trust Manager/Archivist.

Key Responsibilities	Success looks like
<p>Office Support Office and administrative support for the Coromandel Heritage Trust Manager/Archivist and Trustees which includes but is not limited to:</p> <p>Customer service and reception duties including telephone calls and correspondence, document creation and editing.</p> <p>Processing and posting of book sales and maintaining a current stock record.</p> <p>Assisting with members newsletters, subscription notices and correspondence</p> <p>Replying to email, telephone and face to face enquiries</p> <p>Banking and cash handling</p>	<p>A high standard of professional customer service is delivered for both internal and external customers.</p> <p>Processing and posting is undertaken within the required timeframes. An accurate stock record is maintained.</p> <p>All correspondence is dealt with promptly, courteously and confidentially. Technical expertise is demonstrated in accuracy, timeliness, grammatical correctness</p> <p>Records are accurate</p>

Key Responsibilities	Success looks like
<p>Arranging appointments and meetings</p> <p>Meeting management including taking minutes and preparing and distributing of agendas and supporting documentation.</p> <p>Office management including maintaining stationery and resource supplies.</p> <p>Assist with developing and collating engagement promotional materials.</p> <p>Maintaining contact lists and contact database</p> <p>Assist with the development and reviewing of Trust policies, procedures and strategic documents</p> <p>Assistance is provided to the volunteers as directed by the Coromandel Heritage Trust Manager/Archivist</p>	<p>Accurate agendas, minutes, reports and correspondence are produced within agreed deadlines.</p> <p>Promotional materials are accurate</p> <p>Contact databases and lists are kept up to date with current contact details</p> <p>Documents are accurate and produced in the correct style</p> <p>Assistance is provided in a timely and accurate manner</p>
<p>Health and Safety</p> <p>Share the responsibility to maintain a safe and healthy workplace in order to prevent harm to themselves and to others</p> <p>Immediately report all hazards, accidents and incidents to The Coromandel Heritage Trust Manager/Archivist</p>	<p>Regular health and safety meetings are attended with staff and volunteers</p> <p>Health and safety initiatives are supported and actioned as part of standard work practices</p> <p>Staff and volunteers wear appropriate protective clothing and equipment as required for activities</p>
<p>Special projects</p> <p>Special projects as required, are undertaken</p>	<p>Projects are completed on time, to the required standard and within the agreed budget.</p>

TECHNICAL REQUIREMENTS

Qualification

- A relevant qualification or experience (i.e. tertiary qualification in information management, records, office administration).

Strong demonstrable knowledge of and experience in:

- Proven administration experience
- Knowledge of office management systems and procedures
- Excellent time management skills and ability to multi-task and prioritise work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Proficient in MS Office

Desirable knowledge of and experience in:

- Knowledge of industry such as information management or librarianship
- Knowledge of the collection policy area
- Genealogical research experience

The Coromandel Heritage Trust Administration Assistant

Date

The Coromandel Heritage Trust Chair

Date