



Black South West Network (BSWN)

Administrator

Job Description

Role: Administrator

Contract type: 12-month fixed term contract

Salary: £22,000 pro rata

Hours of work: 21 hours p/w, evening and weekend work may be required

Location: The Coach House, 2 Upper York Street, Bristol, BS2 8QN

Responsible for: Fulfilling reception and administrative duties for the Coach House

Responsible to: Operations Manager

Office base: The Coach House, 2 Upper York Street, Bristol, BS2 8QN

About Black South West Network (BSWN)

Black South West Network is a racial justice organisation based in Bristol and building its reach and effectiveness in other parts of the South West in collaboration with local partners. Our over-arching strategic intent is to build dynamic, independent, and strong Black communities, businesses and organisations that are empowered to flourish while challenging systemic barriers and forging a true path for themselves. We believe that only through this will we significantly address racial inequality. Our work falls into three broad areas - Cross-sector Enterprise and Innovation; Cultural Inclusion; Research and Knowledge – with Scrutiny and Accountability and Representation and Power as over-arching themes that cut through all our work.

We are looking for an experienced and capable Administrator to provide reception and administrative support for our evening and weekend bookings and events.

Core Responsibilities

- Act as first point of contact for phone and email queries from the Coach House visitors and clients
- Assist potential clients with meeting room bookings and building tours
- Oversee and assist with evening and weekend bookings, including unlocking the premises, meeting room set up and visitor assistance
- Receive visitors into reception and direct them appropriately
- Liaise with statutory bodies and service providers to ensure all obligations are met and policies followed

- Liaise with key service providers to ensure all obligations and services are met and delivered accordingly
- Liaise with tenants on day-to day issues and log any maintenance requests
- Supporting Operations Manager with management of office and building resources, including stationery, cleaning products and other materials
- Support the Operations Manager in implementation of health and safety, fire risk management, and the quality assurance framework
- Receive mail and deliveries for tenants and distributing them accordingly
- Update tenancy booking management system with client data
- Assist Operations Manager in the planning and delivery of core events, such as booking venues, schedule speakers and attendee liaison
- Assist Director and the broader BSWN team with administrative tasks including diarising appointments, taking meeting minutes and calls

Person Specification

Skills and Abilities

- Ability to work on own initiative to prioritise workload, meet tight deadlines and juggle multiple tasks effectively. Role will involve high level of independent decision-making.
- Strong interpersonal skills with the ability to deal effectively at all levels up to and including Senior Managers and to develop positive working relationships
- Excellent computer skills including: Microsoft Office (Word, Excel, PowerPoint) and use of technology to communicate and build relationships
- Exceptional verbal, written and presentation skills
- Ability to adapt to working with systems and programs
- Ability to work effectively as part of a team and individually

Experience and knowledge

- Educated to a degree level or equivalent of 3 years administrative or secretarial experience and training
- Experience of reception/front of house management
- Experience of managing a partnership and/or service provide relationship
- Evidence of liaising with businesses and/or community organisations
- Experience in fostering strong working relationships with management, staff, professional colleagues, community-based stakeholders and the public
- Creative thinking and sound decision-making skills, while able to balance problem solving with risk management
- An understanding of the principles and implementation of Health and Safety, Fire Risk Management, Safeguarding and information governance policies

Application deadline: 31/07/2023



To apply, please send CV and Cover letter to Operations Manager Mina at mina@bswn.org.uk