

Office Assistant – The Wellbeing Farm

Recruitment Pack

Thank you for your interest in this new and exciting role. The Office Assistant will be the lynchpin of The Wellbeing Farm – supporting the team in a variety of administrative duties cover sales, finance, marketing and above all assisting the Wellbeing Farm team.

This is a great opportunity to gain experience in events administration, weddings coordination and being an assistant in a growing organisation which has a great future.

The job description and person specification for this important role is below.

If you are interested in applying, please complete an application form and return to info@thewellbeingfarm.co.uk or you can post to The Wellbeing Farm, Plantation Road, Edgworth, Bolton, Lancashire BL7 0BY

Closing date: **Wednesday 29th November 2017**

Interview date: **Thursday 7th December 2017**



The Wellbeing Farm

JOB DESCRIPTION

Job title: Office Assistant

Salary: Minimum wage

Hours of work: 40 per week

Base: The Wellbeing Farm

Reporting Arrangements: Wedding Coordination Team

Managerially Accountable to: Operations Manager

The Wellbeing Farm specialises in providing fun, quirky and magical weddings. We have big ambitions for The Wellbeing Farm and with an already jam-packed calendar, we need support to realise our dreams. We need a truly spectacular person to join the team and help us through their personality and admin skills to put The Wellbeing Farm on the map.

JOB PURPOSE

We are seeking a fabulous Administrative Assistant for our busy Wedding Coordination Team. We are a busy, hardworking, energetic and sociable office with a flat structure; we need you to provide a general administration.

This position is a key hire, and the successful individual will have a passion for organising / helping others and not be afraid of basic numbers or Microsoft Excel. This is an extremely varied role which requires a high degree of flexibility, a “can do” pro-active attitude as well as being able to demonstrate excellent communication, technical and organisational skills.

DUTIES AND RESPONSIBILITIES

Administration:

- To support the Wedding Coordination Team in providing administrative support around weddings and events. This will include:
 - Answering phones and greeting guests and providing them with refreshments;
 - Responding to requests for wedding packs and other information in person, by email or by phone and ensuring all customer data for wedding enquiries is entered onto our Customer Relationship System (Infusionsoft);
 - Supporting the Wedding Coordinators and Head Chef in the production of a function sheet for all events and ensuring the detailed wedding details are captured and processes followed;
- To assist the Operations Team with HR issues and the recruitment process including processing paperwork, chasing up references and supporting the Bookkeeper with the payroll.
- To support the Bookkeeper in scanning invoices and recording expenses, filing all paperwork, other ad-hoc accounts duties as required
- To carry out a range of administrative tasks, including photocopying, filing and preparing wedding packs, ordering stationery and other goods/services, liaising with the IT company.

Sales and Marketing:

- Supporting the Wedding Coordination Team by:
 - preparing for wedding fairs and events to promote The Wellbeing Farm;
 - Preparation and assembly of wedding packs and other sales material;
 - Preparation of wedding confirmation packs;
 - Responding to enquiries on social media.

General Administrative Duties:

- To filter incoming mail: sorting, redirecting and taking action as appropriate.

As The Wellbeing Farm is a small business, all employees must be flexible with their duties; from time to time you will be asked to participate in tasks that are not in your job description. This can include cleaning, reception work, etc.

This job description will be subject to periodic review and amendment in accordance with the needs of the organisation.

All employment will be subject to a three-month probationary period.

Health, Safety and Security:

- It is the responsibility of each employee to familiarise themselves and comply with the Company's procedures and systems on health and safety and licensing regulations.
- While the Company will take all reasonable steps to ensure the health and safety of its employees, health and safety at work is also the responsibility of the employees themselves. It is the duty of each employee to take reasonable care of their own and

other people's health, safety and welfare and to report any situation which may pose a serious or imminent threat to the wellbeing of themselves or of any other person.

Training:

- Managers are required to take responsibility for their own and their staff's development.
- All employees have a duty to attend an induction and all mandatory training sessions as required by the organisation.

The range of duties and responsibilities outlined above are indicative only and are intended to give a broad flavour of the range and type of duties that will be allocated. They are subject to modification in the light of changing service demands and the development requirements of the post holder.

Date Prepared: 15 November 2017

Prepared By: Celia Gaze

Agreed By:

Employee's Name and Signature:

Date:

Manager's Name and Signature:

Date:

PERSON SPECIFICATION

The person specification sets out the qualifications, experience, skills, knowledge, personal attributes, interests, and other requirements which the post holder requires to perform the job to a satisfactory level.



The Wellbeing Farm

Job Title: Office Administrator

	Essential	Desirable	Method of Assessment
Qualifications	<ul style="list-style-type: none"> • Maths and English at GCSE or equivalent 	<ul style="list-style-type: none"> • Office administration qualification 	<ul style="list-style-type: none"> • Application Form • Interview
Experience	<ul style="list-style-type: none"> • Experience of handling a wide range of enquiries and an excellent telephone manner • Experience of using Microsoft Office packages, particularly Word, Excel, PowerPoint and Outlook 	<ul style="list-style-type: none"> • Experience of working in the hospitality/ events industry • Experience of organising and providing administrative assistance in an office environment 	<ul style="list-style-type: none"> • Application Form • Interview • References
Skills and attributes	<ul style="list-style-type: none"> • A smile says it all - excellent communication and interpersonal skills • Loads of enthusiasm with a 'can do' attitude and the ability to articulate this to staff and customers • Committed to customer service - a perfectionist • Ability to work on own initiative with minimal supervision • An organised and thorough approach to work • Ability to see projects through from start to finish managing time and tasks effectively • Ability to manage a heavy workload and at times conflicting priorities as well as tracking 	<ul style="list-style-type: none"> • Strong IT skills with Intermediate - advanced Excel skills • Advanced knowledge of Microsoft Packaged including Word, Excel, PowerPoint and Outlook • Typing speed 60 wpm • Shorthand 	<ul style="list-style-type: none"> • Application Form • Interview • References

	<p>progress on a wide range of tasks</p> <ul style="list-style-type: none"> • Excellent typing skills with the ability to draft own correspondence • Ability to communicate effectively, both orally and in writing • Skilled at handling complaints and communicating with upset, irate or irrational people. 		
Knowledge	<ul style="list-style-type: none"> • Office administration • Microsoft Word • Microsoft Excel • PowerPoint • Microsoft Outlook 	<ul style="list-style-type: none"> • Customer relationship management • Finance systems 	<ul style="list-style-type: none"> • Application Form • Interview • References
Other	<ul style="list-style-type: none"> • Driving licence • Car owner • To be able to work Wednesday to Sunday – which includes weekends. To be able to work occasional evenings. 		

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