

Job description - Recreation Administration Officer (PB6b)

Job summary

The Recreation Administrative Officer will deliver a range of administrative support to Forestry England's South District Recreation team, with a focus being on Volunteer Administrative support. This comprises working as part of a team providing organisational support, signposting and undertaking a range of administrative tasks including use of a Customer Relationship Management programme to help volunteering programmes run smoothly.

Key responsibilities & accountabilities

- Provide day-to-day administrative support on tasks such as checking and maintaining accurate records of events, data and training.
- Champion Forestry England's change project of integrating a new Customer Relation Management system into business wide work streams, including volunteer management. Work with the National team to ensure interim processes are maintained and future changes embraced.
- Enter data into relevant systems and ensure data quality to include extensive use of internal Volunteer Management software.
- Give support and guidance to colleagues on Forestry England systems, software, policies and processes with particular focus on Volunteer management and the Customer Relation Management system where applicable to volunteering.
- Monitor and manage emails and phone calls from internal and external stakeholders, handling inquiries and requests promptly and professionally.
- Liaise and meet with volunteers face to face at occasional meetings when relevant to maintaining administrative records e.g. training, recruitment, induction documentation and support.
- Communicate and work closely with District Recreation and National Volunteer colleagues (especially the South District Volunteer Coordinator) delivering work to a high standard, accurately and timely.
- Provide accurate and timely communication with the Recreation/Volunteer team, responding to queries and requests as appropriate including organising of occasional events, meetings and other activities.
- Support in preparing and distributing project documents and reports for Recreation team.
- Occasional travel within the District as required.

Location-specific information

This role is based at the King's house, Lyndhurst, SO43 7NH

Skills, knowledge & experience

Essential professional and technical experience

- Relevant experience working in an administrative role.
- Proven ability to work with high accuracy and attention to detail.
- Excellent communication skills, written and spoken.
- Competent IT user with experience in MS Office suite of applications.
- Experience in supporting colleagues in a team environment.
- Experienced in using databases, inputting, and updating records.
- Uses standard procedures and common sense to solve problems.

Desirable professional and technical experience

- Ability to analyse data.
- Experience of using Customer Relationship Management software.
- Experience supporting creating reports and presentations.
- Experience of administrative management of volunteers.

Qualifications

- A GCSE in Maths and English or functional skills equivalent.