

Job Description - Administrative Officer (PB6B)

Job Summary

The District Administration Team are a support service for the district operations. The Administrative Officer will work within this team as an administration specialist.

The role will involve accurately and efficiently undertaking tasks, in accordance with agreed timescales, whilst ensuring policy and procedures are followed at all times. You will liaise with members of the public, colleagues, and contractors.

Key Responsibilities & Accountabilities

Administration Duties

The Administrative Officer will carry out the following tasks in accordance with Forestry England procedures and policies. This will involve liaising with district colleagues, customers, suppliers, and national office colleagues, whilst always ensuring a high level of customer service:

- Maintenance of complaints system, logging records, allocating issues, escalating and KPI reporting.
- Responding to calls and visitors in a timely manner, addressing issues raised, ensuring guests sign in, and are greeted in a polite and professional manner.
- Management of the general email accounts, providing timely responses and escalations as required.
- Management of the daily post routines.
- Monitoring and distribution of stationary.
- Control of short-term loan systems for assets to include keys.
- Collation of payment card reader reports, for processing by the Finance Team.
- Daily checks and communication with cleaning contractors ensuring a high standard of cleanliness and attention to detail.
- General administrative duties as needed within the Business Administration Support Team.
- Raising Purchase Orders to support the wider district.
- Raising Sundry Invoices to support the wider district.
- Provision of other administrative support and cover to the wider Business Administration team as needed.

Health and Safety

In accordance with Forestry England procedures and policies critical administration of the following Health and Safety functions will also be required:

- Timely diversion of duty phone and promptly dealing with duty phone calls during office hours.
- Timely response and escalation of lone working phone system.
- PPE ordering and recycling.
- Regular MET office fire checks/ FSI, and circulation of outcomes to the duty staff and for general communications.
- Timely updates of the lone working system, for new starters/leavers and other staff changes.

- Monitoring and maintenance of first aid supplies.
- Management of Driving at Work records including reminders to staff.
- Fire Marshall to include arranging fire drills and alarm testing.
- Checking safety equipment, including the fire alarm, extinguishers, defibrillator and emergency lighting, are in good working order and have in date maintenance checks.

General Duties

- Engagement in training, Continuous Professional Development, and compliance with policy updates.
- Attention to Health and Safety obligations for the team and compliance with mandatory training.
- Encouraging process improvement opportunities, collaborative and team working.
- Maintaining a positive outlook.
- Ensure adherence with Forest England procedures and policies.
- Supporting the wider Finance and Business Team during holidays and unplanned absence.

And any other tasks reasonably requested by your line manager.

Location-Specific Information

Rendlesham Forest, Woodbridge, Suffolk, IP12 3NF

Skills, Knowledge & Experience

Essential Professional and Technical experience

- Team working and customer centric approach.
- Professional and polite communication style.
- Effective Decision Making.
- Strong Organisational skills.
- Confidence in Microsoft Office.
- Office Administration experience.
- Self-awareness and willingness to develop, together with a drive for continuous improvement.
- Self-driven- This role will be managed remotely.

Desirable Professional and Technical experience

- Prior experience of a similar role.
- Finance Experience.

Qualifications

Essential

- GCSE in Maths and English or functional skills equivalent.