



# The Green Hub Project for Teens

## Job Description

**Post title:** Technical & Admin Assistant

**Hours:** 28 to 35 hours per week (with some flexibility to cover events at the weekend and evenings)

**Salary:** £23,000 pa

**Location:** Green Hub central offices (Witley, Surrey)

### Role purpose:

- Working closely to the Development Director and General & Referrer Relationships Manager to provide key day-to-day administrative, technical support.
- To act as the first port of call for all technical matters relating to multiple online subscriptions and applications, the website and CRM system.

### As Technical Assistant:

- To take on a range of recurring day-to-day administrative activities, all of which are essential to keeping the wheels of the Green Hub bus.
- To work with multiple team members requiring assistance with any aspect of Green Hub's systems.
- To be able to work independently, maintaining various systems as needed, whilst also working on team-based projects where the specific role would be agreed with General Manager.





## Candidate profile:

### The candidate ideally ...

- Is organised and able to work on their own initiative, with minimal supervision.
- Is a completer finisher, with a high attention to detail.
- Responds promptly to enquiries & emails, and to record outcomes accurately.
- Can use the required technologies to a high standard of proficiency, as well as being able to troubleshoot for others in the team. Specifically the MS O365 suite / SharePoint, Green Hub's CRM system and multiple online applications and systems.
- Must be motivated to learn and develop.

### Reports to:

- **Line manager:** General & Referrer Relationships Manager
- **Supporting team:** Volunteers and employed operational coordinators

### Core responsibilities:

#### Technical support

- Microsoft suite & SharePoint - a high level of understanding of the key programmes, such as being able design and use custom template in Word, Excel formulae etc.
- AllClients CRM system – a good working knowledge of all aspects; to be able to run reports and update aspects of the data as needed; to support and troubleshoot for others as needed; to be able to design / structure campaigns and reports.
- Website – a good level of understanding enabling editing of posts & pages, menus, adding users and so forth.
- Managing other online applications – such as Calendly, DocuSign, uCheck; iHasco; ProProfs; TextLocal, SumUp, Stripe.

#### Administrative and management support

- Managing the daily inbox – making sure enquiries are forwarded to the correct person; signed documents shared with appropriate team members; donations, referrals, training successes recorded appropriately.
- Supporting other initiatives – such as requests to attend the Open Day; managing recording of raffle sales / sending out tickets; managing Christmas card sales.

**This is not an exhaustive list and is intended only to demonstrate the scope of the role.**

The information contained in this document is offered as a guide and does not in any way constitute any terms and conditions of employment. It may be reviewed and updated from time to time as required by the Green Hub to meet operational, legal and best practice needs.





## The job package – in summary:

- **Hours:**
  - The approximate number of fixed hours per week is 21 to 35, depending on the candidate.
- **Employment basis:**
  - This is a permanent position.
  - With a probationary period of 3 months.
- **Salary:**
  - The pro-rated salary is £18,400 to £23,000, depending on hours agreed
  - For the avoidance of doubt, this is based on a full-time salary of £23,000 for 35 hours.
  - Statutory pension is included and can be opted out if preferred.
- **Holidays:**
  - Paid holiday is offered at the statutory level (28 days including Bank Holidays) and will be pro-rated, depending on hours agreed.
- **Location:**
  - To work from Green Hub's central offices in Witley.
  - From time to time at other Green Hub locations, as required to fulfil the duties of the role.
- **Expenses:**
  - Reasonable expenses will be reimbursed.
  - The jobholder will be required to follow the Green Hub expenses process.
- **Training:**
  - Training will be made available as needed.

