

# The Muslim Council of Britain

## Job Description and Person Specification



Title: **Administrative Officer**

Salary: **£16k to 18k according to skills and experience**

Hours: **40 hours per week (may include some evening and weekends)**

Term: **To be confirmed after 3 month probationary period**

Reports to: **Person in charge of MCB office**

### **Purpose of the post:**

The Administrative Officer is responsible for all aspect of general office administration, email and other correspondence, providing an efficient and friendly service to visitors and callers, record keeping and website management.

### **Duties and Responsibilities:**

#### **1. Administration**

##### **Reception Work:**

- Handling enquires and answering phone calls.
  - Checking, responding and maintaining info box emails.
  - Coordinating and booking MCB meeting room.
  - Organising refreshments for relevant meetings
  - Maintaining files and e-files on the system
- 1.1. To be responsible for welcoming all visitors, informing them of the work of the MCB and its procedures while being helpful at all times
  - 1.2. To ensure that the telephones are answered promptly and politely, taking details and messages from incoming calls and processing through email and telephone messages to the appropriate person(s) in MCB.
  - 1.3. To be responsible for ensuring that information given to callers and visitors are accurate and timely.
  - 1.4. To be responsible for liaising with the office staff and volunteers to ensure the smooth and efficient running of the office.
  - 1.5. To ensure that all follow-on phone calls, correspondence and paperwork, is completed in a correct, organised and thorough manner.
  - 1.6. To be responsible for liaising with related organisations, suppliers and other companies.
  - 1.7. To ensure that visitors and voluntary members of the organisation are served efficiently at all times.
  - 1.8. To be responsible for end of day checking and closure procedure ensuring that all papers, files and equipments are placed in their appropriate place. Keeping accurate notes of items borrowed by members/ staff and affiliates.

- 1.9. To ensure that all areas of reception and the office are kept clean and tidy at all times and that the area is compliant with Health & Safety standards with no risk to visitors (in accordance with instruction and guidance from the person in charge of the MCB office).
- 1.10. To liaise with the person in charge of the MCB office and Office Administrator – or in their absence with other senior staff - Interacting with them all in a professional and friendly manner.

**IT:**

**Website management and updates**

- 1.11. To be responsible for updating sections of the website with new information and details.
- 1.12. To ensure that accurate, legible written records and both paper and electronic filing are processed and maintained.
- 1.13. To be responsible for updating and improving the data base, regular management of the website, maintaining intra-net diaries and systems, scanning and forwarding letters and other materials to office bearers, committee chairs, advisors and others.

**2. Other Duties**

- 2.1. To attend any Team and other internal meetings as requested
- 2.2. To attend relevant training and personal development opportunities in order to fulfil the requirements of the post.
- 2.3. To maintain strict confidentiality in respect all matters, information and correspondence.
- 2.4. To adhere to all MCB policies and procedures and assist the organisation in developing, implementing and monitoring them, including Equal Opportunities and Health & Safety policies
- 2.5. To carry out any other duties relevant to the post as directed by the person in charge of the MCB office and Office Bearers