



Administrative assistant

£25,840 pro rata (initially part time – 15-25 hours per week, flexible during school holidays or term-time only – to be negotiated)

Based at our offices in Bitterne, Southampton

The Root of It is an initiative to provide mental health and wellbeing related training and consultancy to their clients. The admin assistants are an organisational superstars, someone who can learn fast and perform even better. They are an excellent administrative worker who can follow processes, complete documents and checks accurately. They are also the first voice that our clients will hear on the telephone or see on email.

With an understanding of organising an office and data protection requirements, your role will be core to our team as we grow across the country and you will rely on your ability to follow established processes and work independently. You will ensure that all of customers receive gold level service at all times, for example by ensuring checks are undertaken on grant applications, completing registration forms, or checking other documents, in addition to answering phone and email queries from our customers and our national network of trainers.

Job description

The administrative assistant will:

- Undertake a full range of administrative tasks, such as processing paperwork, following written processes, filing or typing for example;
- Contacting our customers and partners via phone calls and email with updates and information;
- Receiving phone calls and emails from existing and potential customers, plus partner organisations;
- Undertake recruitment checks according to our established due diligence processes;
- Checking records are accurate, stored correctly and kept up to date;
- Entering data, such as registration details or financial transactions, as and when required;
- Updating information on the website;
- Using accounts software (Xero) to issue invoices and undertake bookkeeping;
- Checking, adding and amending documents on OneDrive;
- To undertake any other duties as required.

This role is subject to a probation period.

Personal Specification

Qualifications

Educated to at least GCSE (A-C) level, including English and Mathematics.

Skills and knowledge

The administrative assistant must demonstrate as part of the application process:

- An ability to work accurately without supervision;
- Their organisational skills;
- High quality effective written communication;
- Their enthusiasm;
- A hard-working attitude, that they are prepared to put that extra effort in to make sure a job is done right first time;
- Their own initiative;
- Dedication;
- A non-judgmental approach;
- Understanding, patience and good listening skills;
- The ability to stay calm under pressure;
- Good time management and organisational skills;
- A flexible approach;
- Good team working skills.