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| **Job Title:** | Acorn Administrator & Facilicities Lead | **Reports to:** | Operations & Commercial Manager |
| **Division:** | Acorn | **Hours:** | 30 hours per week (M-F, flexible between 8am – 4pm) |

**Salary:** £28,392 (based on 30 hour week)

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# **Job Purpose:**

To provide a robust administration service across all areas of Acorn Enterprises Ltd, including handling email and phone communications, coordinating all Acorn deliveries and collections, and ordering site supplies as required. To work in collaboration with the Office Manager and Office Administrator (Jersey Employment Trust) in relation to various aspects of the administration process.

To oversee the upkeep of Acorn Enterprises site, including buildings, grounds and vehicles, ensuring facilities are safe and well maintained.

# **Principal Accountabilities:**

1. To arrange the delivery of purchases from Acorn customers following up with customers by phone and email and create a daily/weekly delivery schedule for the drivers.
2. To handle to all email and phone communications professionally and with excellent customer service including general enquiries, delivery/collection queries, and laision with contractors/suppliers.
3. To arrange routine services and repairs of all Acorn vehicles with approved garages.
4. To monitor stock levels and order supplies for the Acorn site as requested, obtaining purchase approval and raising purchase order as required.
5. To receive and distribute all incoming post and other items, and be responsible for collection of external mail from designated pick up points.
6. To ensure all invoices received are scanned and forwarded to the Office Manager/Administrator in a timely manner, and debit card purchases logged.
7. To carry out regular building and facilities checks across the Acorn Enterprises site to ensure areas are well maintained or identify required repairs.
8. To liaise with senior staff and external contractors to authorise and arrange appropriate maintenance and repairs.
9. To practice excellent customer service and adherence to GDPR at all times.
10. To work safely and follow the health and safety policies and procedures.
11. To positively promote the work and products of Acorn Enterprises and The Jersey Employment Trust at all times.
12. To work as part of a team, attend and contribute to regular team meetings.

**Secondary Accountabilities:**

1. To assist with the cover of other staff during times of leave and sickness
2. Will require a basic police check.

# **Knowledge, Skills, Experience, Qualifications:**

Essential Requirements:

1. Demonstrate excellent communication and interpersonal skills across the entire organisation and externally, including staff, clients, customers, contractors and other stakeholders.
2. Robust working knowledge of Outlook, Word & Excel.
3. Good organisation and time management skills.
4. Good island wide knowledge – ability to create efficient schedules for the drivers.
5. Attention to detail – ensuring all details are collected from the customers to ensure efficiency for the drivers.
6. A flexible approach to work duties and a willingness to adapt tasks according to business need.
7. The ability to work independently and on own initiative, as well as to work within a team.
8. It is essential that the post holder can demonstrate a flexible and positive attitude towards people with disabilities. Whilst it may be useful to have direct experience of working with people with disabilities, it is not an essential requirement.

Desirable Requirements:

1. Previous scheduling/diary management experience.
2. Basic DIY and/or maintenance skills.

Our organisation is committed to safeguarding and promoting the welfare of our staff and clients. DBS checks and references are undertaken at job offer stage.