

## **JOB DESCRIPTION**

### **IT and Admin Support Officer**

**Reporting to:** HR and Facilities Manager

**Main job purpose:** Manage Blesma's front office/undertake receptionist duties. In partnership with the third party IT provider, responsible for the day to day running and management of the delivery and support of IT services. To ensure the Office runs smoothly by providing efficient and effective administrative and logistic support to Blesma in order to enable the charity to work effectively.

Support the delivery of the Blesma Members Weekend/ AGM/ Board of Trustee Meetings and office events as required. Assist with ad hoc administrative needs.

Responsible to the HR and Facilities Manager for:

#### **IT / Phones**

- Partner with the third-party IT support provider and act as a subject matter expert for the IT Service Desk including creating new users, resetting passwords, changing users rights, trouble shooting and resolving ad hoc IT issues etc.
- Maintain an up to date record and track all IT equipment (e.g. laptops, printers, mobile phones) for the organisation and manage asset disposition of old/redundant equipment as well as retrieving IT equipment when staff leave Blesma
- Responsibility as the escalation point of contact for employees seeking assistance with computer, printers, projector and other IT systems issues, advising of possible solutions or continuing the escalation process
- Liaise with IT / Phone providers to ensure problems are solved quickly and efficiently
- Implementing agreed office routine and procedures for mail, e-mail and phone system
- Ensure directories/folders on shared point are maintained in an orderly manner
- Procure all IT and other equipment (e.g. computers, printers, mobile phones) in line with Blesma's Procurement Policy
- Ashco IT tasks as required etc

#### **Office Administration:**

- Work with the HR and Facilities Manager/colleagues to ensure a COVID-19 secure work environment
- Manage Blesma's front office including undertaking receptionist duties, monitoring and directing/ responding to general emails, answering calls
- Maintain the central filing system, including in e-format
- Procure stationery/ branded items centrally in line with Blesma's Procurement Policy
- Maintain an up to date stationery register and re-order as required
- Provide administrative support / book travel and accommodation for the headquarters and remote teams on a required basis
- Provide administrative support e.g. opening the post, franking and sending letters, book travel and accommodation for HQ and remote teams required
- Ensure diary commitments and travel arrangements for the CE and Directors are managed effectively

- Prepare correspondence on behalf of the CE and Directors as required
- Diarise external meetings on the Blesma Calendar and keep updated with events and meetings relevant to everyone
- Update appointments with timings / dress / details when requested
- Manage annual magazine subscriptions
- Account for all office equipment and its subsequent maintenance
- Source and order corporate wear for the headquarters and remote teams on a required basis / manage stock for corporate wear

### **Board of Trustees / AGM**

- Organise venue and details for Board meetings and the AGM including setting up and recording video conference meetings via Teams/Zoom
- Publish the Board timetable
- Maintain the Trustee Information Pack on behalf of the CE
- Book accommodation for the Trustees
- Support the CE/FSD with document preparation for the BoT/FIsC

### **Members Weekend and other Events**

- In liaison with the DIW organise the venue and details for Members Weekend
- Organise staff events e.g. Christmas parties
- Support ad hoc events as required