

Job Description

Role Title:	Office & IT Administrator
Reporting to:	Operations Manager
Grade:	Administrative
Salary:	£16,000 to £18,000 pro rata 25 days annual leave pro rata, plus workplace pension scheme
Location:	Based in the Stevenage office but travelling as necessary throughout Bedfordshire, Luton and Hertfordshire and elsewhere in the country if requested. Some evening work may be required and home working.
Job Summary:	To provide IT and administrative support to all the LMC functions.

Main Duties and Responsibilities

1. Assist the Education & Workforce Manager in the management of the LMC's training and education programme
2. Oversee the management and development of the LMC's website and recruitment Job Board
3. Provide administrative support to the Liaison Managers and Operations Manager in the delivery of the LMC statutory roles
4. Provide IT support and trouble-shooting to office staff, acting as a system administrator and the first point of contact for IT queries
5. Provide IT support around video conferencing for external meetings to assist attendees and understand the functionality of various platforms
6. Oversee the ongoing maintenance of a new database or customer relationship management (CRM) system to manage the LMC's individual and organisational contacts to replace the existing system
7. Provide general office duties and undertake other reasonable duties to support the LMC's staff and activities

Key Tasks

- 1. Assist the Education & Workforce Manager in the management of the LMC's training and education programme**
 - To contribute to the organisation, planning and promotion of courses and conferences.
 - To manage the bookings and payment process for all courses and training events, ensuring the Education & Workforce Manager is provided with up-to-date information to support decision making on the provision of courses.
 - To undertake administrative tasks prior to a courses and conferences. For example, liaising with trainers and delegates, creating documentation such as registers and certificates, chasing payments from delegates, and booking venues if appropriate or setting up video conferencing

- To provide administrative support during events on and off site, as well as online. For example attending registration, setting up IT, preparing refreshments and learning material
- To provide assistance throughout the event via video conferencing/webinars or at training venues across Beds & Herts
- To undertake administrative tasks after an event. For example, summarising delegate evaluations, recording income and expenditure, and providing feedback to trainers.

2. Oversee the management and development of the LMC's website and Job Board

- To manage the website, developing content where appropriate and ensuring that other content is up-to-date by asking staff to review and update where necessary
- To oversee the management of the current Job Board, including adding content, raising invoices and chasing payments, and recording usage statistics
- To respond to website enquiries via the contact form or forward to the relevant manager as required
- To update the website events calendar with training courses and other events
- To check the website for out of date information and forward to the correct manager to update or remove

3. Provide administrative support to the Liaison Managers and Operations Manager in the delivery of the LMC statutory roles

- To book venues for the annual cycle of committee meetings if appropriate
- To work with the Liaison Managers and Operations Manager to implement workflows to ensure deadlines for setting and circulating agendas and papers are met
- To track progress of any actions from meetings and notify staff tasks they are responsible for
- To compile the agenda and papers into pdf version and collate all the relevant papers into the folders.
- To take responsibility that the correct attendees receive the papers and provide hard copies as required.
- To set up conference calls and virtual meetings (using Webex, Teams or Zoom) when required.

4. Provide IT support and trouble-shooting to office staff, acting as a system administrator and the first point of contact for IT queries

- To respond to staff IT related queries and either help resolve the query or escalate where appropriate.
- To take responsibility for tracking IT issues are chasing when required
- To compile PowerPoint presentations when required

5. Provide IT support around video conferencing for external meetings to assist attendees and understand the functionality of various platforms

- To facilitate with video conferencing and setting up meetings and dealing with functionality issues
- To provide support on video conferencing meetings such as sharing papers/powerpoint presentations, allowing attendees to join, making them aware of etiquette etc
- To keep up to date with upgrades and new functions available

6. Oversee the ongoing maintenance of a new database or customer relationship management (CRM) system to manage the LMC's individual and organisational contacts to replace the existing system

- To assist implementing a suitable system to meet the LMC's future needs
- To provide staff training on the new system
- To maintain the system and ensure that contacts are kept up-to-date

7. Provide general office duties and undertake other reasonable duties to support the LMC's staff and activities

- To collate and edit content for the weekly update to practices and GPs and add to the website
- To support with the LMC shared calendar
- To provide administrative support to the LMC office
- To be responsible for ordering stationery for the office
- To attend meetings/ events as required for registration
- To take minutes of office meetings if required
- To bank cheques and raise invoices on a regular basis
- To be flexible to adapt to workload and demand within the office

Personal Specification

Job Title: Office & IT Administrator

	Essential Criteria	Desirable Criteria
Qualifications and Training	<ul style="list-style-type: none"> • A level standard or NVQ level 3 	<ul style="list-style-type: none"> • Degree or equivalent qualification • Training in the use of IT programmes such as Microsoft programmes or ECDL
Experience	<ul style="list-style-type: none"> • Minimum of two years' experience in an administrative role • Experience of organising meetings and taking accurate and concise minutes • Experience of building and managing databases • Experience of troubleshooting IT problems • Experience in customer service • Experience of setting-up and administrating meetings using virtual meeting tools (such as WebEx, Microsoft Teams and Zoom) • Experience of prioritising own workload • Experience handling confidential and sensitive information 	<ul style="list-style-type: none"> • Experience of website development and maintenance • Experience of General Practice
Knowledge	<ul style="list-style-type: none"> • Advanced knowledge of Microsoft Office (Word, Excel, Outlook, PowerPoint, Access & Publisher) and 365 Cloud • Knowledge of social media and online communication tools, Webex, Teams, Zoom 	<ul style="list-style-type: none"> • Knowledge and understanding of data protection/GPDR • Knowledge of Customer Relationship Management systems CRM • To be able to set up data searches and queries
Skills and Abilities	<ul style="list-style-type: none"> • Strong interpersonal skills and be able to work on own 	

	<p>initiative with good time management skills</p> <ul style="list-style-type: none">• Able to take ownership for key areas of work• Attention to detail• Highly adaptable, able to manage multiple projects at the same time and work well under pressure• Comfortable using back-end web-based platforms such as the LMC website, Google Docs, Microsoft Office 365 as well as Social Media .• Strong written and verbal communication skills – high level of literacy• Confidential and sensitive approach to information• Able to work with minimal supervision on own initiative• Flexible and adaptive to change	
--	---	--