

Job Description – Administrative Assistant

Project: Central Office

Work Location: Aldingbourne Country Centre

Directly responsible to: COO

Overall responsible to: CEO

**Role Overview**

We are seeking a highly organised and detail-oriented Administrative Assistant to join our team at Aldingbourne Trust, a charity supporting adults with learning disabilities and/or autism. In this varied role, you will provide essential support to both the Catering and Events teams by managing bookings and communicating with external clients. You will also assist our Central Office team with a range of general administrative and project management tasks. This is an excellent opportunity to contribute to an innovative charity that truly makes a positive impact on people’s lives.

Hours – 35 hours per week

Annual Salary £22,222

**Key Responsibilities**

**Catering and Events**

* Process and manage multiple conference rooms, corporate events, parties, and social event bookings of up to 100 people.
* Act as the first point of contact for enquiries regarding availability, pricing, and booking details.
* Coordinate with all the teams to ensure requirements are clearly communicated and delivered throughout the lifecycle of the event.
* Liaise with the finance department to ensure invoices are raised accurately and on time.
* Communicate effectively across the wider organisation to keep everyone informed of upcoming events and activities.
* Maintain accurate booking records and calendars and manage personal data and financial records in line with organisational policies and data protection requirements.
* Deliver excellent customer service in all communications with internal and external clients.

**Central Office**

* Answer the office phone, door entry intercom, and manage the shared email inboxes.
* Greet visitors and answer initial enquiries.
* Support the Central Office team with administrative tasks such as drafting correspondence, filing documents, data entry, and taking meeting minutes.
* Be responsible for stock checks and ordering office supplies.
* Identify, suggest, and implement practical ways to innovate and improve administrative systems and processes to make day-to-day work more efficient.
* Manage and coordinate meetings, including scheduling, agendas, and follow-ups.
* Maintain databases to ensure accurate and up-to-date records.

**Person Specification**

**Skills & Experience**

* Previous administrative experience
* Strong organisational and time management skills.
* Excellent written and verbal communication skills.
* High attention to detail and accuracy.
* Proficiency with Microsoft Office (Word, Excel, Outlook) and Microsoft Teams.
* Proficient in utilising AI tools to enhance productivity, streamline tasks, and support decision-making.
* Ability to handle multiple tasks and prioritise effectively.
* Positive, proactive, and customer-focused attitude.
* Ability to communicate clearly and collaborate effectively across multiple teams.
* Proficient in using project management tools to plan, track, and coordinate tasks and workflows efficiently.
* Experience in effective office management and operational coordination.
* Proven ability to monitor performance against KPIs and delivering measurable results.

**Desirable**

* Previous experience in hospitality or events.
* Knowledge of catering or venue operations.

**Employee Benefits:**

* Life Assurance: 2 x your annual salary
* Employee Assistance Programme
* Bicycle voucher scheme
* Eye care vouchers
* Discounted gym membership
* 10% in ACC shop, ACC café, Horticulture, Make and Make Café.
* Flu Vaccinations
* £200 refer a friend scheme (payable when the new person starts)
* Funded Blue Light Card (1,000’s of discounts)