



Office Administrator Job Description

Acorn Health and Safety is a leading, independent provider of health and safety training and consultancy services. Based in Warmley, near Bristol we are looking for a qualified, driven, and experienced administrator to join our team

Our office administrator, working alongside our office manager plays an essential role in our all aspects of office administration, training course bookings and supporting our consultants.

No two days in the office are exactly the same, so if you like a job where you always know what's happening next, this role probably isn't for you! If however you enjoy a varied, sometimes challenging workload and have great time management skills we'd like to hear from you.

We Offer

- A salary of £21.000 - £23.000 per annum
- Opportunities for personal development
- A company pension scheme
- Private healthcare (after a qualifying period)
- 25 days holiday per annum, plus bank holidays

Essential Requirements:

- Computer literate with intermediate skills in Microsoft Word, PowerPoint and Excel
- A flexible attitude to work and the ability to plan and adapt in response to business needs, including the need to prioritise workloads, and on occasions work to tight deadlines
- Excellent communication skills both written and spoken English
- Attention to detail and accuracy when completing tasks
- Previous office administration experience in a busy office environment
- The ability to work autonomously and as a part of the wider administration team
- GCSE (or equivalent) Grade 'C' or above in three subjects including Maths and English
- An excellent telephone manner

Desirable Requirements:

- Car owner/driver and happy to use for occasional company use
- Experience of using CRM systems
- Previous work within a training, consultancy or similar environment

- A business administration qualification
- Experience in an SME environment
- A good general knowledge of health and safety at work, ideally supported by a health and safety qualification
- Using technology to improve business systems and processes

General Job Description

On a day today basis our office administrator is responsible for:

- Responding to telephone enquiries, e-mails, and dealing with the occasional visitor to the office
- Administering training courses including bookings, raising invoices, booking lunches, preparation of course and materials, and post course administration
- Liaising with internal and external course tutors regarding availability, the collection and delivery of training equipment, and arranging travel / accommodation where required
- Accurately and consistently entering information into 'Clearview', our CRM system including sales enquiries, sales orders, diary management, delegate information, consultancy tickets, timesheets and following up customer enquiries in line with agreed practices
- Maintaining adequate stocks of stationary supplies, examination materials and consumables used during training
- The review, creation and updating of a wide variety of PowerPoint presentations liaising with course trainers and health and safety consultants as necessary
- The maintenance of training equipment, including resuscitation manikins, fire extinguishers, beds and hoists
- Greeting customers participating on courses at our Warmley training centre
- Banking and post
- Covering for our Office Manager in their absence
- Undertaking periodic checks of our fire alarm system, emergency lighting and co-ordinating servicing and maintenance activities of premises and training equipment
- Supporting our consultants with general administration, including policies, procedures, assessments, SSIP scheme submissions and similar
- Developing, reviewing, and updating a range of policies, forms, templates and similar used across the business
- Booking meetings
- Any other activity, that might reasonably be required to support the smooth running of the general office, training and consultancy in an SME