

**JOB DESCRIPTION**  
**Administration & Operations Support, The Work Foundation**  
**Vacancy Ref: N701**

<b>Job Title:</b>	Administration & Operations Assistant	<b>Present Grade:</b> N2: £25,000 pa
<b>Department/College:</b>	The Work Foundation	
<b>Directly responsible to:</b>	Office Manager	
<b>Supervisory responsibility for:</b>	N/A	
<b>Job Purpose:</b>	To provide effective delivery of administration, office and CRM support at The Work Foundation in London.	
<b>Major Duties:</b>	<p>CRM (40%)</p> <ul style="list-style-type: none"> <li>• Developing and maintaining a complete understanding of the CRM software and of its functionality/application within TWF</li> <li>• Be the first point of contact for CRM queries</li> <li>• Being the point of contact between users and 2nd/ 3rd line support to ensure system enhancements are done in a timely and efficient manner</li> <li>• Create and maintain a suite of relevant views, reports and mailing lists</li> <li>• Create new workflows and monitor workflows in the CRM system to identify and document opportunities for improvement</li> <li>• Ensuring data quality across accounts, contacts and cases and managing security settings for different users, supporting the importing, exporting and updating of data and advise others on best practice</li> <li>• Assist with the partner renewal process and data analysis developing necessary reports to aid of the External Engagement Team contact partners</li> <li>• Check regularly for duplicate records and put procedures in place to keep CRM updated</li> <li>• Facilitate the movement of data from CRM/Agresso</li> <li>• Provide Leadership Group and office manager with any reports required from the CRM</li> <li>• Create user guidelines for CRM and support users to ensure functionality of the system is understood and used across the organisation</li> <li>• Answer queries from staff regarding the CRM software</li> </ul> <p>General Administration &amp; Operations (55%)</p> <ul style="list-style-type: none"> <li>• Support the Office Manager and TWF staff on other administrative and operational tasks (travel, processing customer and supplier forms, credit card logs, IT and phones questions)</li> <li>• Provide basic financial administration support and gaining knowledge of the Agresso Financial system</li> <li>• Order stationery and business cards</li> <li>• Maintain accuracy of any staff data (e.g. emergency contacts)</li> <li>• Maintain an updated telephone list</li> <li>• Maintain public folders and review information on file in conjunction with Managers when someone leaves</li> <li>• Prepare new user set up - Arrange desk/phone/mobile/Citrix logon/voicemail/passes for new starters</li> <li>• Perform new user training including expenses/CRM/telephone</li> <li>• Perform workstation assessments for new starters, reporting back to HR where appropriate</li> <li>• Process incoming post</li> <li>• Contact with suppliers on office equipment and premises related issues</li> <li>• Support, liaise and enforce on Health &amp; Safety guidelines</li> </ul>	

Other (5%)

- Adhoc IT duties working with both Lancaster ISS team
- Provide cover for other Corporate team members during busy and holiday periods
- Communicating with Lancaster on any of the issues above. This may require travel.

Undertake other reasonable tasks as may be required.