



The Westwood Organisation
Clear and concise immigration advice



OFFICE ADMINISTRATOR ADVERT & JOB DESCRIPTION

Vacancy Details

Office Administrator, Gatwick (West Sussex).

Hours: 16 hours per week, 4 days a week during office hours. Mondays & Fridays required.

Salary: £12.50 per hour.

Company Details & Job Description

Come and join our team at The Westwood Organisation (TWO). We are a customer-focussed immigration consultancy; we pride ourselves in providing clear and concise immigration advice that cuts through the noise of all the immigration rules, in order to help our clients. We love to make immigration more interesting than anyone would (understandably!) presume it to be. Our training courses are successful because we achieve this; most of our client base comes from an initial meeting at one of our training events. This reflects us as a team too; we are approachable and fun and want to do the best for our loyal customers.

Due to the business expanding, we are looking for an Office Administrator. You will be responsible for providing administrative support to our small team. We see this as an excellent opportunity to join a friendly professional team. Please see the full job description below.

Role Requirements

To be suitable for this role you must have experience working in an administrative role within a customer service environment or professional services business. It is essential to be an organised worker, with a proven record of attention to detail. We value excellent communication skills, as well as a positive and supportive approach to working in a small team. The ability to prioritise is required for this role, as well as computer literacy (Microsoft 365 plus other software).

This is an office-based role with some remote working occasionally possible. Our office is at Manor Royal, RH10 9NH. Following an induction period, lone working is likely.

Application Procedure

To apply for this position please send a covering letter and up to date copy of your CV to info@twolimited.co.uk. The closing date for applications is **Friday 02 February**. Please note, we reserve the right to close the vacancy early should we receive sufficient applications for the role.

At The Westwood Organisation we value equality and diversity. Should you wish to discuss more about the role or our company, please contact us on 01293 889691.

TWO JOB DESCRIPTION	
Job title	Office Administrator
Job Purpose	This role supports TWO to provide excellent customer care to its clients. The key purpose is to keep the office running smoothly; to organise and coordinate administration duties and office procedures.
Key Duties & Responsibilities	
<p>Office Administration</p> <ul style="list-style-type: none"> • General office administration • Liaise with landlord to maintain condition of office and arrange for necessary repairs • Scan, file and distribute post • Organise required insurances and certification • PA to Managing Director including sorting expenses/scanning etc • Keep manual and electronic filing up to date • Take and distribute minutes of meetings • HR day to day administration e.g., booking staff holidays / sickness / appointments. <p>Finance Administration</p> <ul style="list-style-type: none"> • Oversee purchase orders and supplier management • Initiate supplier forms for new clients • Generate invoices for casework, corporate clients and training events • Point of contact for invoice queries • Collect outstanding invoices • Bank reconciliations. <p>Training Administration</p> <ul style="list-style-type: none"> • Advertise meetings on website/Eventbrite/LinkedIn/Twitter • Maintain marketing contact lists and email individual clients with training dates • Organise bookings/ set up zoom meetings • Send out pre-course objectives forms • Issue post-course certificates • Send links to survey and collate feedback • Sign clients up to company newsletter. 	

PERSON SPECIFICATION – ESSENTIAL SKILLS
Qualifications, Knowledge, and Experience
<ul style="list-style-type: none"> • Competent IT skills, including standard Microsoft Office packages and confidence working with new technologies. • Experience of working in an administrative role. • Knowledge of health and safety issues.
Planning & Organising
<ul style="list-style-type: none"> • Experience of independently planning workload. • Excellent time management to prioritise a conflicting workload. • Able to organise office data efficiently and systematically and use information and records appropriately.
Attention to Detail & Accuracy
<ul style="list-style-type: none"> • Ability to accurately transpose written information to online systems. • Ability to identify inconsistencies in information. • Proof reading skills.
Problem Solving & Initiative
<ul style="list-style-type: none"> • Ability to use own initiative and suggest practical and effective solutions.
Teamwork
<ul style="list-style-type: none"> • Able to work collaboratively with individuals to achieve desired outcomes. • Able to work alone and as part of a team.
Communication & Customer Service
<ul style="list-style-type: none"> • Ability to communicate effectively and appropriately at all times. • Able to communicate requirements, processes, and recommendations clearly and effectively both verbally and in writing. • Polite and friendly manner.