



Promoting Quality in British Sign Language

The Institute of British Sign Language have a vacancy for an office administration role.

The team at iBSL are friendly, efficient and work as part of a well-established Charity providing qualifications in British Sign Language. What makes us different is we really do care about our centres/learners and are continuously improving and identifying ways to serve our clients better whilst always looking to refine and improve our processes.

As a Charity organisation we pride ourselves on offering the best service possible and strive to be the best we can. We want the office administration to adopt similar attitudes by sharing our vision and understanding our values and work with us to offer an exceptional service to iBSL.

### **Job Description – Office Administration**

Read on if you want to grab the opportunity to be part of the fantastic team.

Accountable to: Executive Director and Personal Assistant.

Annual Salary: £15,000 - £17,000

### **Your role is -:**

The purpose of the role is to provide exceptional administrative support to IBSL directors and employees, ensuring the high quality service is provided at all times.

#### **Here are the main duties of the job -:**

- Answering the telephone and dealing with calls appropriately, transferring calls to the relevant staff or taking messages as required
- Greeting visitors at IBSL offices
- Handling incoming and outgoing post
- Manage Diaries and emails
- Room bookings
- Filing/archives
- Attending meetings and providing general administrative support /minute taking
- Typing letters and minutes
- Photocopying
- Ordering office supplies
- Stationery control stock
- Updating relevant information systems, filing internal processes
- Any other administration duties

**Do you have any of these qualifications?**

- GCSE English or equivalent
- Administration Level 3 qualification
- IT qualification
- Typing Qualification

**Do you have the skills, knowledge and attitude?**

**We want you to have -:**

Previous experience within an administrative role

**Have the abilities to -:**

*Please note, iBSL actively encourage people who use communication support workers or BSL interpreters for English translation to apply for this position and welcome applications from Deaf people.*

- Exceptional written and verbal communication skills
- Excellent IT skills
- Experienced user of MS Outlook, Word, Excel and PowerPoint
- Ability to assimilate large quantities of written and verbal communication quickly and produce accurate, timely minutes.
- Excellent attention to detail, including proof reading skills
- Ability to plan and manage own workload
- Ability to deal with sensitive information with discretion and maintain confidentiality at all times

**We're looking for someone who is -:**

- Motivated
- Work on own initiative
- Team player
- Pro-active and problem solver
- Focused
- Flexible/Adaptable
- Friendly and approachable
- Good time management skills
- Maintain confidentiality

**We would like from this role -:**

**Create Solutions**

- Contribute ideas to possible improvements within the business
- Continually work to streamline the administration processes and ensure optimal efficiency is achieved
- Anticipate the needs of the ED/PA and prepare appropriately

- Use own initiative to solve problems

#### **Focus on Sustainable Success**

- Continue in efforts despite drawbacks or obstacles
- Focus on supporting the long-term needs of the business

#### **Strive for results**

- Strive to achieve goals and put in additional effort when required
- Provide and receive constructive feedback

#### **Grow within a team**

- Share knowledge and help others in the team to develop their skills
- Cooperate effectively across the business to achieve team objectives
- Share diverse opinions; foster diversity of thought and emphasise team success

#### **Sign me up!**

Let us know how fantastic you are by requesting an application form.

Email us at - [admin@ibsl.org.uk](mailto:admin@ibsl.org.uk)

The closing date for applications is **12pm on Friday 15<sup>th</sup> March 2019**.

Late applications will not be accepted.