



Job Description

Job Title:	Regional Office Administrator (ROA) <i>[JDPS for ROA's with and without Regional Office Assistant (ROa)]</i>
Department:	Regional Team
Location:	Regional Office
Reports to:	Employment matters: Area Development Manager General job content guidance: A member post-holder will be appointed by the Regional committee to provide guidance for the ROA and is called the 'Regionally Appointed Person' (RAP).
Responsible for:	No line management responsibility.

Job Purpose:

To manage the administrative workload of the Regional Office, and provide administrative and secretarial services to the Region and Branch Committees.

Key Areas of Accountability:

1. Provide the members and Regional and branch officers with a consistently high standard of support in order to facilitate their effectiveness. Specific criteria agreed at local level.
2. Ensure that verbal and written communication with members, external organisations and the general public presents an image of an effective, professional organisation for business owners.
3. Provide a central 'hub' for all communications within the region ensuring all active members, the Development Manager and recruiters receive the relevant information at the relevant time. In addition, respond to telephone enquiries and correspondence in accordance with set standards.
4. Provide cover for the Regional Secretary (where agreed) and assist the Development Manager as required. Where agreed, assist the Development Manager with the agreed Regional retention strategy. Provide cover for the Development Manager in his/her absence.
5. To develop personal knowledge of the FSB, its various departments, the member benefits and to provide high quality service to members and potential members.
6. In conjunction with the Development Manager and region, plan the event schedule.
7. Manage the planning, organisation and administration for Regional and branch events in accordance with set standards.
8. In conjunction with the Region and Development Manager and where appropriate develop, maintain and update useful sources of information through which the FSB and the members can be promoted.



9. Maintain safe working practices in the Regional Office in accordance with the FSB's Health and Safety Policy and procedures.

10. Update the Regional web pages under the guidance of the web master. When required by the region, take responsibility for maintaining and developing the website.

11. Assist, if required, with the administration of Regional banking and petty cash and prepare analysis of Regional financial activity.

12. Undertake other duties relevant to the regions activities and in accordance with the level/grade of the post as directed by the appropriate line manager.

For Regional Office Administrators with an Assistant:

13. Supervise Regional Office assistant(s) (ROa). Plan and prioritise work schedule for support staff/ROa.



Person Specification

Job Title:	Regional Office Administrator
Department:	Regional Team

Attributes	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Applicants must have a good standard of general education. 	<ul style="list-style-type: none"> European Computer Driving Licence (IT) – or similar.
Experience	<ul style="list-style-type: none"> Experience of working in a customer focused role. Demonstrable administration experience. Experience of working without close supervision. Event organisation. 	<ul style="list-style-type: none"> Worked with volunteers in some capacity. Experience of managing administration processes for a small office. Experience of working alone.
Knowledge	<ul style="list-style-type: none"> Good working knowledge of Microsoft Office programs in particular Excel, Word, Outlook and PowerPoint. 	
Knowledge and Skills	<ul style="list-style-type: none"> Strong administration and customer service skills. Excellent communication skills, verbal and written; high level of proficiency in dealing with written and telephone enquiries. 	<ul style="list-style-type: none"> Web design or web master skills.
Specific requirements	<p>This role requires the post holder to:</p> <ul style="list-style-type: none"> Be willing and able to undertake occasional travel to FSB sites and attend events across the UK, which may include out of hours work. Be flexible regarding requirement to work outside of established patterns to meet the needs of the region. 	<ul style="list-style-type: none"> Specified first aider or willingness to train to be one.