

ADMINISTRATOR

Salary: £21,744 – £23,443 (dependent on qualifications & experience)

Contract: permanent, full-time (37.5 hours per week, 80% part-time considered)

Location: Ullswater Centre, Watermillock, Penrith

Reporting to: Head of Administration

The Outward Bound Trust

The Outward Bound Trust is an educational charity that provides adventure-based, outdoor learning for young people from six centres in the wildest places of the UK. Two of these centres are at Ullswater and Howtown – and we need an Administrator to join this team.

Job description

In a nutshell...

As an administrator you'll be a skilled multi-tasker with patience & humour, enabling our dynamic little team to perform at its best. Working alongside the Course Administrator and the rest of the team you will be liaising with schools and parents for pre-course information at our Ullswater and Howtown centres, as well as gathering information for instructor and hospitality teams, business development and customer services teams at HQ.

Outward Bound is currently in an exciting transition with our online systems. Our Administrators need to be confident in problem solving, communication and helping colleagues as we move to this new system.

Here's a bit more detail...

You'll provide first class customer service to our clients, dealing with telephone and email enquiries.

1. You'll assist with completing Ullswater and Howtown centre course administration accurately and within the required deadlines. This includes:
 - Working in line with GDPR regulations, including archiving records.
 - Answering course queries from our education and early career clients – liaising with schools, youth groups and corporate employers.
 - Answering summer course queries from parents, guardians and young people.
 - Ensuring on-line participant forms are all received and assessed. Prompting clients for outstanding information.
 - Checking pre-course paperwork for special requirements (dietary etc), informing the relevant department and noting this on the booking system.
 - Organising accommodation in the centres for all clients, taking into consideration type of group, age and any special requirements.
 - Production of end of course certificates for all participants.
 - Collating feedback for our Customer Services, Evaluation and Fundraising teams.
2. Arrangement of catering, meeting rooms, accommodation etc at Ullswater and Howtown for events and staff from across Outward Bound.
3. Cash handling.
4. Monitoring stock of pre-printed course documentation and placing orders quarterly via Outward Bound's marketing team.

5. Look up historical records for our alumni members to help them relive their Outward Bound courses.
6. General office administration including stationery orders, post, lost property enquiries etc.

Person specification

Essential experience

- Experience in a customer service or customer facing role
- Experience of working to and meeting deadlines
- Ability to prioritise and manage own workload
- Adaptable to changing circumstances
- Ability to multi-task
- Experience with Microsoft Office programmes

Desirable

- Experience with computer databases

Salary and benefits

Starting salary £21,744 – £23,443 (dependent on relevant experience) for a 37.5 hour week.

- Annual leave of 24 days, plus bank holidays (rising by a day a year to 30 days +BH)
- Life Assurance: 3 x salary, covered from start date; includes Employee Assistance helpline.
- 8 weeks' sick pay at full salary in any 12 months.
- Long-term Disability Insurance: 2/3 salary less state incapacity benefit after 6 months' absence for up to 5 years, covered from start date.
- Personal Accident Insurance while at work or commuting.
- Cash plan healthcare (currently Medicash) on application after completion of probation.
- Pension Scheme (currently Standard Life): Auto-enrolment after three months.
- Berghaus uniform items provided. Also, opportunity to purchase Berghaus products at discount.
- Discounted course fees for family members.

Probation period

There is a three-month probationary period from your start date.

How to apply

To apply, please send an email or a letter (not more than one side of A4), saying why you're the person for this job as well as a copy of your up to date CV, by **midday on Tuesday 6th June 2023**. Send them to Sarah Martin: sarah.martin@outwardbound.org.uk

If you have any queries about the job or our recruitment process please contact Sarah Martin, by email or phone 017684 85000.

If you're shortlisted for the job, interviews will be held at our Ullswater Centre, Watermillock, Penrith, Cumbria, CA11 0JL.