

Job Title: Office & Programme Administrator

Location: OTWC Head Office, Ockbrook

Salary: £14,728 per annum. (FTE £24,547)

Reports to: Office Manager

Hours: 21 hours per week, flexible on what days in the week these are

Main Purpose

This role combines office administration and camper/family support responsibilities, ensuring the smooth day-to-day operation of the Ockbrook office while delivering high-quality administrative support for camper-related processes.

The postholder will gain a strong understanding of office operations, systems, and processes, with the opportunity to refine and improve them over time.

Key Responsibilities

Office & Facilities Coordination

- Welcome and host visitors, ensuring a professional and friendly experience
- Support office access, security, and sign-in/out processes, ensuring compliance and accurate reporting
- Maintain a safe, clean, and organised office environment
- Support the Office Manager in the process of room bookings, including preparation (layout, catering, equipment)
- Build strong working relationships with Facilities and wider teams to ensure smooth site operations

Office Administration & Support

- Provide administrative and clerical support to leadership and internal teams (including meeting coordination, minutes, and follow-up actions)
- Manage incoming and outgoing mail and deliveries
- Update the Office Manager with any office equipment and supply requirements
- Support the Office Manager with ensuring all staff and new starters are equipped with the necessary office and IT equipment

Camper & Family Administration

- Process camper applications using internal databases and systems
- Liaise with families regarding applications, attendance, and general enquiries
- Respond to telephone and email queries in a professional and timely manner
- Coordinate communication and mail-outs in line with recruitment timelines

- Provide administrative support across camper recruitment, clinical, volunteer and fundraising teams, including the facilitation of volunteer interviews
- Input and maintain accurate data across multiple systems

Operational Support

- Oversee the maintenance of office equipment (e.g. printers, franking machines)
- Undertake additional duties as reasonably requested by management

Skills, Experience & Attributes

Essential

- Previous administrative experience
- Strong IT skills, including Excel and database systems
- Excellent organisational and time management skills
- Strong written and verbal communication skills
- Professional telephone manner and customer service skills
- Ability to manage multiple tasks and work independently
- Good standard of spoken and written English

Desirable

- Experience in a customer-facing or service environment
- Experience supporting office or facilities operations

Personal Qualities

- Flexible and adaptable approach
- Motivated and proactive mindset
- Empathetic and approachable
- Willingness to learn, develop, and take ownership of processes

Additional Requirements

- Office-based role
- Ability to work occasional evenings/weekends if required to support camp operations