



# VENTURE FORCE

## JOB DESCRIPTION AND PERSON SPECIFICATION: OFFICE ADMINISTRATOR

### 1. Job Identity

**Post Title:** Office Administrator

**Post Detail:** Permanent position on successful completion of a 6 month probationary period.

**Working Hours:** A standard working day is 7 hrs worked between 08:00 and 18:00, Monday to Friday including a 1 hour unpaid lunchbreak. Occasional work outside of these times may be required but will be agreed in advance and will be subject to Venture Force's TOIL Policy.

**Salary and Benefits:** See section 8

### 2. Job Purpose

- To provide Administrative support to the Venture Force Team;
- To provide efficient and effective customer focused support to our clients, working on an individual basis and collaboratively as part of a small team;
- There is a responsibility for the post holder to demonstrate a commitment to quality service through continuous improvement for the benefit of the company and clients.

### 3. Core Responsibilities and Duties

- To be the first point of contact for all customer enquiries and be responsible for responding appropriately to clients by telephone and in writing (email) or for redirecting queries as appropriate;
- Provide Administrative support for the Company including data input and processing and the formulation of expedition support documentation;
- Review and validate incoming documentation from clients;
- Update and maintain records, files and databases in line with Company procedures and standards with due diligence to legal requirements;
- Coordinate Venture Forces' online portal system and data collection systems (training will be provided);
- Assist the Expedition Managers in disseminating expedition details to clients;
- Assist in the preparation of presentations in collaboration with the Expedition Managers;
- Organise meetings and events, issuing invitations, distributing documentation and general support of the company's Expedition Safety Systems;
- Updating and maintaining Venture Force's Social Media Platforms in collaboration with the Operations Manager;
- Other reasonable duties commensurate with the post;
- Some travel within the UK to attend team meetings will be required.

**Venture Force Limited**

**Postal Address: 8 Craven Street, Melton Mowbray, Leicestershire, LE13 0QU**

Registered Business Address: Sydney Lodge, Macdonald Road, Lightwater, Surrey, GU18 5YA

## 4. Qualifications and Training

There are no specific Academic Qualifications required for this post however we will be looking for a good level of Literacy, Numeracy and Computer Skills. All candidates must be able to demonstrate that they have the personal skills and ability to contribute in a meaningful way in the Company.

Relevant qualifications such as the ECDL or equivalent, a Word Processing qualification or a Customer Service Qualification will be viewed favorably but are not a requirement of the job.

## 5. Experience

### Essential

- Proven experience of using the full Microsoft Office Suite including Word, Excel, Power point and Outlook;
- Administration experience including record keeping and e-filing;
- Experience working in a busy office environment, delivering high quality work to tight deadlines;
- Experience in the use of Social media platforms in a business environment;
- Previous customer support experience, preferably in the travel or travel related industry;

### Desirable

- Experience in managing basic website software, e.g. WordPress;
- Experience using CRM/ Customer Database systems (training given);
- Developing World travel experience.

## 6. Skills and Knowledge

### Essential

- Excellent Communication skills both written and oral;
- Excellent Organisation skills and a proven ability to prioritise tasks to ensure that deadlines are met;
- Accuracy & attention to detail;
- Ability to deal with confidential and sensitive matters;
- Ability to respond to customer demands and provide excellent customer service;
- Flexible and adaptable;
- Drive & Enthusiasm with a commitment to achieve success;
- Willingness to learn and a commitment to the values of Venture Force.

### Desirable

- Knowledge of the Adventure Industry
- Active interest in the outdoors

## 7. Additional Requirements

- Full Driving License and access to a vehicle is advantageous;
- This is a 'working from home' position which is fully supported (see section 8) however you must have access to a reliable internet connection;
- Willingness to travel within the UK to meetings as required;
- The post holder must have a legal right to work in the UK.

## 8. Remuneration Package

**Starting Salary:** £17,000 to £19,000 per annum, dependent on experience.

**Additional Benefits:** Workplace Pension Scheme; generous holiday allocation; access to discounts on outdoor clothing; opportunities for training and development as required by the job.

**Location:** As this is a home-working position, the successful application will be provided with a company laptop and necessary peripherals, a company phone and a homeworking allowance in line with the HMRC recommended allowance.

## 9. Additional Information

This job description does not form part of the contract of employment and the job description may be subject to amendment in the light of experience and in consultation with the successful application.

For details of how to apply for this post. Please see the 'How to Apply Document'.