

Job Description

Job title:	Office and Operations Administrator
Hours:	37.5 hours
Salary:	Salary scale NJC 18 £16536 (pay rise pending).
Pension:	Contribution equivalent to 5% of your salary to your personal pension scheme (after your probation period)
Holiday entitlement:	25 days per annum, plus Bank Holidays, pro rata
Location:	Central Leeds
Reporting to:	Co-director

This post is available as a job share

This post is subject to a 3 month probationary period

Summary of Overall Responsibilities:

Working closely with the other team members, the post holder will be responsible for the smooth running of the office, maintaining the finance systems of Carplus and Commonwheels and the administration of Commonwheels operations.

Background

Carplus is a charity which works with communities, local authorities and partner organisations to support and promote the development of car clubs.

Car clubs are a great way of enjoying the flexibility of using a car without having to own one. They work like renting a car, but the cars are based locally and can be hired for as little as an hour. Complementary to public transport, walking and cycling, joining a car club gives simple, cheap and efficient access to a variety of vehicles close to your home. For more information see www.carplus.org.uk.

Carplus' sister organisation, and Community Interest Company, Commonwheels, is the only national not for profit car club operator. www.commonwheels.org.uk.

This post will provide administrative support to both organisations.

Tasks and responsibilities

Administration

1. Be the first point of contact for telephone and email enquiries. Processing requests for general information, events and services.
2. Managing the Carplus contacts database and other e-mailing lists, responding to routine correspondence mailings.
3. Collating regular data from the operators entering into template documents.
4. General administrative support to other staff and the Board.

Book keeping duties

5. Routine maintenance of financial systems including bank reconciliation and recording paperwork.
6. Processing invoices, bills, cheque payments and other routine aspects of Carplus accounts using an accounts package.
7. Reporting to the Co-director about outstanding debts and customer queries.

Commonwheels members services and operational admin

8. Fleet management for the Commonwheels cars, covering issues from supply through to fitting out, maintenance and insurance, acting as the key contact with suppliers.
9. Processing membership applications, dealing with member queries and insurance issues.
10. Handling enquiries and problems with bookings in conjunction with the local operations team.
11. Processing member invoices and keeping account of payments and outstanding bills.
12. Other duties as required by the Co-directors or members of the Carplus Board

Person spec follows

Carplus – Office & Operations Administrator

Person specification

Essential Requirements	Desirable Requirements	Information obtained by
Skills and Knowledge		A: Application I : Interview T: Test
Administration and organisational skills		A / I / T
Time management skills and the ability to work systematically		A / I / T
Good attention to detail to ensure accuracy		A / T
Excellent verbal and written communication and customer service skills		A / I / T
Ability to take the initiative and work with limited supervision		A / I
Computer operating skills and familiarity with Microsoft office systems, particularly outlook, Excel, and accounts packages (Quickbooks)		A / I / T
Awareness of environmental issues	Knowledge of transport issues from an environmental perspective	A / I
Good team working skills		A / I
Experience, Qualifications and training		
A level qualifications		A
Experience of maintaining accounting records and financial systems.	Experience of car leasing or insurance fields. Experience of paying vat and inland revenue bills.	A / I
Experience of working in a busy office and juggling many tasks		A / I
Experience of dealing with a variety of external contacts eg: insurance companies / lease companies / car club operators /	Experience of dealing with local authorities and voluntary sector organisations.	A / I
Other aspects		
Willingness to adhere to and support an equal opportunities policy		A
Willingness to adhere to and support an environmental policy		A

If you require further information please call the office on 0113 234 9299, or email us at info@carplus.org.uk