



Job Description/Role Profile: ADMINISTRATION OFFICER
 Full Time, Permanent
 c£22,000

Urban Green Newcastle is a pioneering charity set up in 2019 to look after the city's parks and allotments. Our vision is for more people to enjoy and benefit from the beautiful open spaces in the city, and to ensure they are safe, welcoming and provide a great environment for wildlife and people which is valued by all. With support from core partners, Newcastle City Council, the National Trust and the National Lottery Heritage Fund, we are working to ensure a sustainable future for the 33 parks and over 60 allotments in our care.

Developing and operating robust administrative systems and processes is a key part of ensuring sustainability for the charity, an engaged and supported workforce and the safety of the parks and allotments in our care.

This position of Administration Officer will be responsible for the day to day administrative functions of the charity, providing an efficient and timely service for all activities.

What you will deliver

Support for our staff team: You will be responsible for supporting colleagues at all stages of the employee lifecycle, from a prospective applicant first contacting UGN, through administering the recruitment process, coordinating staff equipment and uniforms, and administering staff documents, equipment and records.

Great customer service: You will work with both internal and external customers and great service will be important. Internally, you will be supporting UGN colleagues to follow administrative procedures and processes. Externally you will meet and greet guests, liaise with contractors, suppliers and others providing services that support UGN's work.

Managing information: You will be responsible for the accessibility and security of administrative information used by everyone at UGN. Working with our IT provider, you will manage Office 365 access for all staff and troubleshoot minor IT issues as well as keeping electronic data systems and our "Working at Urban Green Newcastle" intranet up to date.

Managing and maintaining resources: You will make sure supply and service contracts are up to date, office equipment is being serviced, items such as stationery and consumables are being ordered and you'll keep things maintained.

Working in a safe way: Working collaboratively with other teams and colleagues you will contribute to maintaining high standards of health and safety in the work that you do. You will administer office and other spaces across the UGN estate to provide a safe, well maintained working environment.

Collaborative support as part of a flexible central services team: Working as part of the central services team you will also be expected to support other functions flexibly and collaboratively. This is to include setting up and clearing rooms for meetings and preparing refreshments.

Scale & scope of the role

Reports to: Senior Governance & Customer Services Co-ordinator

Line management: There will be no line management responsibilities.

Record-keeping: You will be responsible for proactive, accurate and timely processing of information into various systems including (but not limited to) our compliance tracker, maintenance log, health and safety record keeping.

Scope: You will work across all teams and projects in UGN and liaise with staff, volunteers and Trustees, as well as park and allotment users, our suppliers and customers.

Our values

Green/Sustainable: We are creating a green, sustainable future for the places in our care, encouraging both people and nature to thrive.

Innovative: We are leading creative ways to secure the future of public green space in the city. We are bold in our ambitions and not afraid to adapt and experiment.

Collaborative/inclusive: We are passionate about creating safe, welcoming and accessible places for everyone to enjoy. We act responsibly and take accountability for our decisions, balancing different needs in an open and fair way.

Knowledge, skills and experience needed

A strong track record of proactive development and maintenance of administrative systems and processes including time sensitive data.

Experience of handling confidential data effectively within data protection legislation and policy.

Good IT skills including Microsoft 365 and Teams with high level of attention to detail.

Excellent communication and interpersonal skills supporting colleagues to follow administrative procedures.

Ability to prioritise workloads and meet deadlines in a structured and logical way, whilst maintaining accuracy and a high level of productivity.

Managing office space including undertaking routine equipment and safety checks.

Managing equipment contracts e.g., telephones and IT, office machinery.

Educated to minimum of level 3 in a relevant subject (e.g., business administration)