



DWP Bid Unique Identifier

Job Placement title

Office Administration Assistant

Job Placement summary

- Taking bookings for all Hawkwood courses (including handling the enquiry, processing the payment and confirming the booking)
- Entering and updating the Hawkwood database
- Prepare room lists and course participant lists
- Communicate numbers of bookings to kitchen and room lists to house-keeping
- Review the course evaluation sheets and feedback from customers and liaise with the Operations Manager as to how improvements can be made and or celebrate what is working well.
- Managing the post
- Ordering of office supplies
- Calling in IT support when required (in conjunction with the Principal)
- Maintaining a tidy and orderly reception area
- Using a range of office software, including email, spreadsheets and databases;



Essential skills, experience and qualifications

- Excellent Communication and influencing skills, able to communicate with people at all levels and in the many circumstances that the business presents.
- Excellent organisational skills
- The post holder must be socially confident, quick thinking and decisive.
- The post holder must be able to demonstrate strong management and leadership skills in managing a busy department which will often work under pressure
- Basic IT skills are essential.
- Ability to act confidentially and with discretion
- A 'can do' attitude
- To uphold and respect data protection laws
- Some weekend work or flexible working pattern is desirable
- A sense of humour.

Job category (DWP use only)

Number of hours per week

25 Hours

Working pattern and contracted hours (including any shift patterns)

Flexible hours, based on usually office hours (9am - 5pm) with some early evening shifts.

18 + preferably

Hourly rate of pay

National Minimum Wage

Details of employability support (training opportunities/mentor)



Mentor - Cathy Hendry (Bookings Manager)

Training and support will be provided by Cathy in all areas and responsibilities

Create Gloucestershire will coordinate peer networking sessions, and signpost you to other relevant training, so that you're able to engage with other young people on the Kickstart programme working in the arts and cultural sector within Gloucestershire.

Company name

Hawkwood College

Closing date for applications

31st July 2021

Using the table on the next page please provide details for each Job Placement by location.



Employer Job Placement reference (where applicable)	Job Placement location and address (including post code)	Contact details for the Job Placement Name Email address Telephone	How to apply for the Job Placement	Number of Job Placements at location	Maximum number of referrals per Job Placement	Is public transport available? Yes/ No/ Don't know	Anticipated start date/s (if known)
	Hawkwood College, Painswick Old Road, Stroud, GL6 7QW & Remote working	Alicia Carey, Hawkwood College, Painswick Old Road, Stroud, GL6 7QW alicia.carey@hawkwoodcollege.co.uk 01453 769833	Through www.hawkwoodcollege.co.uk and work coach	1 (out of 8)	TBC	No	June – July TBC (depending on current restrictions)