

JOB DESCRIPTION

Job title:	Corporate Services Co-ordinator
Grade:	3
Contact	Full-time, initially 9 months maternity leave cover
Reporting to:	Communications Officer
Staff managed:	To be confirmed
Finance managed:	IT budgets, telephony, photocopying, office supplies and consumables, facilities costs.

Job Purpose

To deliver comprehensive and effective business support and customer service across the organisation, maintaining and developing systems and administrative processes to ensure the office runs smoothly, including high quality secretarial support to the Chair and Chief Executive. To provide the appropriate level of co-ordination to enable individuals to operate productively, effectively and efficiently.

Key Tasks and Responsibilities:

1. Develop and maintain service procedures and standards. Promote and provide excellent customer service throughout the organisation. Take ownership of internal and external customer service issues and follow problems through to resolution.
2. Co-ordinate the activity of corporate support staff in providing high quality administration and office services across the organisation including secretarial support to the Chair and Chief Executive.
3. Identify and implement strategies, systems and procedures for continuous improvement in the quality of service provided across the organisation.
4. Optimise the use of available technology to ensure London TravelWatch adopts the most efficient and effective ways of working.
5. Oversee and manage the recording, storing and dissemination processes for information so that those entitled to access the information can do efficiently.
6. Working closely with the Communications Officer, manage and develop the organisation's website including uploading, updating content and contacts and deal with press enquiries in their absence.
7. Plan, manage and publicise meetings and events, delegating duties as necessary, booking venues arranging equipment and refreshments.
8. Assist with or manage corporate projects as required by the Chief Executive.

Skills and Competencies

Knowledge Base	<ul style="list-style-type: none"> • Knowledge of the principles and practices of effective people management, excellent customer service and risk management. • Excellent level of IT literacy and fully conversant with MS Office and other applications. A knowledge of website design principles, content management systems and CRM databases would be desirable. • Understanding of financial budgets and budgetary responsibilities. • Knowledge of consumer service issues and complaints handling.
Leadership/ Management	<ul style="list-style-type: none"> • Experience of having managed a range of support functions. • Ability to set standards, give direction and advice, monitor and manage performance.
Analytical skills	<ul style="list-style-type: none"> • Ability to work independently using discretion, judgement and analysis to support various teams • Ability to make decisions within own area of responsibility • Ability to prioritise work load and cope with conflicting and complex demands. • Ability to diagnose IT problems under pressure.
Communication	<ul style="list-style-type: none"> • Excellent communication skills both orally and in writing, using plain English and targeted to the appropriate audience. • Ability to communicate with all levels of staff and external agencies in a confident and sensitive manner.
Influence	<ul style="list-style-type: none"> • Skill in negotiating with external partners and stakeholder organisations. • Ability to encourage fresh thinking amongst staff especially those dealing with the public. • Ability to create and present clear information, appropriate for the relevant audience. • Ability to get things done through others who are not direct reports.
Relationship building	<ul style="list-style-type: none"> • Develop and maintain effective and productive working relationships with colleagues in London TravelWatch, contractors and partner organisations.
Initiative & Flexibility	<ul style="list-style-type: none"> • Ability to make accountable decisions unsupported and seize opportunities to fix problems. • Working to deadlines without the need for continuous supervision. • Adapting to events that arise. • Working to deadlines and coping well under pressure.
Integrity	<ul style="list-style-type: none"> • Capacity to respect confidentiality and the political /interpersonal awareness to know what is sensitive.
Team work	<ul style="list-style-type: none"> • Collaboration with colleagues across London TravelWatch and in other partner/stakeholder organisations. • Giving support to colleagues when they need it. • Sharing ideas with each other.