

# BOROUGH MARKET

Administrative Assistant – August 2021

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<b>Job Description</b>	
<b>Job Title</b>	<b>Administrative Assistant</b>
<b>Background and Purpose of the job</b>	The prime function of this role is to provide general administrative support to the executive team at Borough Market. To act as an ambassador for Borough Market, ensuring that a positive brand image is represented and maintained at all times.
<b>Reports to</b>	<b>Executive Administrator</b>
<b>Key Internal Relationships</b>	BM Trustees; BM SMT; All relevant departments; Traders – consultation and relationship management
<b>Key External Relationships</b>	Borough Market stakeholders, including, but not limited to market customers, commercial clients, local businesses, and local community associations. External service suppliers in line with budget including equipment, stationery and office refreshment suppliers, traders, caterers etc.
<b>Key Responsibilities</b>	<b>General Administrative Responsibilities</b> <ul style="list-style-type: none"><li>• Take responsibility for the monitoring, ordering and collecting (if required) of office stationery, refreshments and other ad hoc items</li><li>• Be responsible for the general information mailbox, handling public enquiries and ensuring timely responses are issued in liaison with relevant team members</li><li>• Handle telephone switchboard enquiries, including advising the public on the Market's opening times and our traders' contact details, and taking messages for other team members</li><li>• Act as a point of contact for staff IT issues, liaising with the external IT provider to ensure such issues are resolved satisfactorily and that relevant staff are kept updated; setting up new mobile phones for new joiners; organising new door passes via electronic system.</li><li>• Managing incoming and outgoing post for all staff, including opening and distributing mail to team members, and visiting local post office with outgoing mail and packages when required.</li><li>• Schedule meetings</li><li>• Develop reports as requested</li><li>• Coordinate meetings for staff and training as required.</li><li>• Take responsibility for keeping communal office areas tidy</li><li>• Assist the Operations and Development team in co-ordination of trader paperwork and the new trader process.</li><li>• Provide general administrative support as required by the team, including providing leave cover for Executive Administrator.</li><li>• Help to promote Borough Market by developing an in-depth knowledge of the Trust.</li></ul>

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## Person Specification

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### Qualifications

Previous experience in a business environment / office environment.

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### Previous experience/sector (desirable)

General understanding of administrative processes and business requirements.

Confident with relationship building, both internal and external

Interest in sustainability or food sector a bonus

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### Technical Skills/Knowledge (required)

- Excellent communication skills – written and verbal
- Excellent time management skills
- Takes own initiative and is proactive
- Motivated to succeed and confident at relationship building, both internal and external
- Team player
- Ability to multitask important,
- Ability to deal with all members of the organisation
- Professional and friendly demeanor
- Excellent IT skills in Microsoft Office packages

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### Status of role

6-9 month full time contract, 40 hours per week, Monday to Friday.

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*This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.*