

General Administrator Manchester Central

Manchester Central is an award-winning venue in the heart of one of Europe's most vibrant cities; our vaulted arches and station clock have made our venue an iconic city feature for more than 140 years.

Our experienced team of professionals lead the industry with unrivalled service standards to help our clients create engaging, memorable experiences at events of all shapes and sizes.

Your Role

Competitive salary up to £23,100 / 25 days holiday plus bank holidays / contributory pension scheme / discounted car parking

Reporting directly to Executive Assistant to the CEO, this role is working on a full time, permanent basis.

Your duties and responsibilities will include but are not limited to:

- Providing administrative assistance to key departments, however being flexible to assist the wider business with any administrative tasks.
- Recording and sharing minutes of key meetings.
- Using our finance system to manage the creation of purchase orders within the agreed timeframes for any departments being supported.

The ideal candidate will have:

- Excellent communication and interpersonal skills
- Previous office environment experience however this is not essential.

You must:

- Have the ability to maintain strict confidentiality, to establish trust and credibility.
- Have effective organisational, administrative and time management skills.
- Be able to work effectively as an individual and as part of a team.

Apply

To apply for this exciting opportunity, please send a CV and covering letter including details of your current salary and two references to:

Ref: General Administrator

FAO: HR Team

Email: careers@manchestercentral.co.uk

Closing date for applications: 15th December 2023 (5PM). We reserve the right to bring this date forward if a sufficient number of suitable applications are received

Manchester Central is an equal opportunities employer. All applicants who meet the essential criteria and identify as having a disability in their covering letter will be guaranteed an interview.



Job Description

General Administrator

Salary:	£23,100
Hours:	37.5 hours per week (Office Based)
Working pattern:	Monday to Friday.
Location and business area:	Manchester Central Convention Centre – CEO Office
Aim of the role:	<p>To provide essential and valuable support to key areas of the business, which compromise of HR, Facilities, Events and Hospitality.</p> <p>To proactively liaise with colleagues and stakeholders to provide constant and consistent support and provide cross departmental cover.</p>
Directly responsible to:	Executive Assistant to CEO and Data Protection Officer
Directly responsible for:	N/A

Main areas of responsibility

General Administration

- Providing administrative assistance to key departments, however being flexible to assist the wider business with any administrative tasks.
- Maintaining and updating of records
- Preparing and formatting of documents
- Responsible for the recording and sharing of minutes for key meetings.
- Responsible for the tracking of any actions from any key meetings.
- Assisting with general correspondence
- Booking meeting rooms/facilities
- Assisting with the organization of internal events
- Acting as cover for the Executive Assistant where required.
- Monitoring the delivery of stationery across the business.
- Using our finance system to manage the creation of purchase orders within the agreed timeframes for any departments being supported.

HR Administration

Within the HR team, this role will look to directly support the Staffing Coordinator with a number of administrative tasks associated with the management of shifts for our casual team members. They can expect to assist with the following:

- Obtaining all employment related documentation from new employees prior to their first assignment ensuring that 'Right to Work' permissions are confirmed for all employees in line with Home Office guidance.
- To liaise with colleagues in payroll, staffing agencies and other relevant stakeholders within the business to oversee the completion of all appropriate paperwork and resolve queries.
- Reconcile and review all shift activity in the staff resourcing system (Humanforce) ahead of weekly deadlines, ensuring accurate data is transferred to be processed through payroll.

Facilities

This role will spend a portion of their working week supporting our Facilities Department in the following ways:

- Booking travel and hotel rooms for those in the departments when travelling on business, ensuring that they are in line with Manchester Central's Travel and Subsistence policy.
- Supporting the department by being responsible for ensuring their team's rota is accurate and up to date.
- Supporting the wider Facilities Team with the monitoring and processing of any online orders.

Events

This role will provide support to our Events team by completing the following tasks:

- Completing all expense claims for the team, in line with the Manchester Centrals' Expense policy.
- Support with the processing of any online order requests received from clients.
- Support the team with requesting and collating post event feedback from clients.

Hospitality

This role will support our EPOS Controller with any required administrative tasks as part of their "month end" processes.

General:

- To always promote Manchester Central in a positive and professional manner;
- To adhere to Manchester Central's health and safety policy and observe a duty of care to other users of Manchester Central;

- To sustain a flexible and adaptable attitude self and the work of the department;
- To be aware of issues of equality and diversity and to understand and be sensitive to cultural differences;
- To participate in all aspects of training and development as directed and to use all relevant learning opportunities to improve personal skills to improve the effectiveness and efficiency of service delivery;
- To undertake any other duty commensurate with this post as determined by the Executive Assistant to the CEO;
- This job description is not intended to be either prescriptive or exhaustive, it is issued as a framework to outline the main areas of responsibility at the time of writing.

About us:

Our purpose is to connect people, ideas, and business through meaningful and rich experiences.

Our customers choose Manchester Central because of the experiences we help them to create. We help them to make something happen – the energy and connection that creates memories.

We help them to grow their businesses – connecting with their customers, partners, suppliers, and employees. We bring people together to share ideas and make plans. We pay attention to the details so our clients can pay attention to their guests. What makes us different is the creativity, professional delivery expertise and passion of our team.

The qualities of our people:

Our people are pretty fabulous. They really love our industry, our customers, and what we do. We have high expectations of each other and live up to the standards we've set.

The people who are happiest working for us want to get stuck in and make things happen for a great purpose. They want the challenge of a fast pace, lots of energy and a great team to work with.

We are a special group who have chosen to work together, and we share these characteristics:

- **Expert & specialist**
We're highly respected and super proud of our level of expertise – making the complexity of what we do look effortless.
- **Flexible**
We're all about innovation and trying new ways to create experiences for customers. We're really flexible to meet our customers needs.
- **Positive and energetic**
There's a great energy across the business and sense of teamwork - it feels like a family. We have fun at work and there's plenty of social activity.
- **Ready to grow**
Careers are important to us too – some of our senior leaders started out as team members and then progressed their careers.
If people move on from working with us, they'll always have improved their skills and experience along the way.
- **Committed**
Our people show huge levels of commitment for our customers, and they're determined to get the job done. Events always build up to a crescendo of activity, so it's not always easy. Even when there's pressure it's still a great place to work.

We have a Code of Conduct sets out the right way to do business at Manchester Central. The reputation and integrity of our business is based on all of the decisions we've made, the way we manage our business and what we deliver. These actions and decisions have built up the trust we've earned with our customers, suppliers, communities and colleagues.

Our people pay attention to respect in our workplace, doing the right thing and safeguarding our company and each other.

Person Specification

Education	Essential	Desirable
GCSE or equivalent English (Grade 9-4/ A*-C)	✓	
GCSE or equivalent Math (Grade 9-4/ A*-C)	✓	
Experience		
Previous office environment experience		✓
Skills		
Accuracy and attention to detail	✓	
Effective organisational, administrative and time management skills	✓	
Excellent communication and interpersonal skills	✓	
Ability to work effectively as an individual, as part of own team.	✓	
Personal Attributes		
Ability to maintain strict confidentiality, to establish trust and credibility.	✓	
Respectful of a diverse range of people	✓	
Ability and preparedness to work flexibly	✓	