

# Job Description

## Job Title

Administration Assistant

## Reporting to

Member Services & Administration Manager

## Location

PASMA Administrative Headquarters, Glasgow

## Summary of Objectives

The Administration Assistant is a key position within the organisation and in the future development of PASMA and the service it provides to members, approved training centres and client organisations.

The role is to effectively carry out all aspects of administrative activities including processing membership and training centre applications, processing orders for PASMA's educational publications and documents and to deal with enquiries from both member organisations and other stakeholders.

A key objective will be to participate in and to foster a culture of continuous improvement in the provision of PASMA services.

## Main Duties

The effective administration of PASMA's activities and to meet agreed KPI's (Key Performance Indicators), specifically:

To provide an excellent standard of customer care and efficiently answer and deal with telephone and email enquiries.

To process membership applications, ensuring compliance with minimum entry criteria.

To process training centre applications for registration and liaise with Training Scheme Manager and Regional Auditors to ensure assessments and audits are undertaken.

To process and organise Instructor Training and Novice Instructor mentoring.

To deal with and process orders received by telephone, email or internet and ensure they are efficiently fulfilled.

To assist PASMA to meet its objectives as detailed in its business plan.

Any other duties as may from time to time reasonably be required.