



**Real Baby Milk
Job Description**

Job Title:	Team Administrator– Part-time
Employer:	Real Baby Milk – a project of Pollenn CIC
Reports to:	Project Manager(s)/Directors

Outline of role:

This interesting and varied role will provide support to the Real Baby Milk Project Management office and project staff. Pollenn CIC is a small Community Interest Company and is a social enterprise: providing information and resources for families, peer supporters, health professionals, children centres and businesses, as well as training and supporting volunteers.

The successful candidate will be enthusiastic and motivated to work unsupervised with, ideally a minimum 2 years administration experience. They will be the key contact for the “Essential Guide to Caring and Feeding for Your Baby” bespoke orders, and provide support to the Breastfeeding Peer Support projects that Real Baby Milk are contracted to provide.

The hours are dependent on the successful bid for a contract and would revert to 8 or 9 hours per week after April should the contract bid not be successful.

Hours of work:	11 hours per week initially - please see above (over 2 set days to be agreed)
Salary Range:	£8.00 - £8.50 per hour depending on experience (Probationary period 3 months)

Summary of Position and responsibilities:

- Based over 2 days in our Truro office, with some requirement for overtime when needed
- As the team administrator you will ensure that the project office has a professional and organised approach to all its tasks.
- Ensure orders and enquiries are processed in a timely, professional and efficient manner.
- Liaising with all involved in producing a bespoke “Essential Guide to Caring and Feeding for your baby” guide order: customers, designers, printers, project manager and accounts, to ensure excellent customer satisfaction and guide quality.
- Provide support as needed to Real Baby Milks Peer Support Projects with tasks such as newsletters, mail outs, website, and evaluation data.
- Dispatch and record of UK retail sales
- Fielding and responding to email and telephone enquiries
- Tracking of payments and liaising with accounts.



	Essential	Desirable
Qualifications & Training	Good English, Maths and IT skills essential including use of Microsoft office suite. Clean driving license and access to own car	GCSE/functional skills English & Maths Experience in office administration and working with databases
Experience	Looking after customers: building relationships and leads with customers. Two years administration experience, including	Working knowledge of Adobe Indesign, Wordpress websites, Mailchimp or similar newsletter creation sites, experience of liaising with Printers.
Qualities and Attitude	Enthusiasm to grasp and learn processes quickly. Excellent organisational skills, self motivated, confident communicator, ability to prioritise and complete tasks under pressure	Passion for breastfeeding and breastfeeding support including understanding of ethos and aims of Breastfeeding Peer Support Groups
Product Knowledge		Breastfeeding Peer Support, Real Baby Milk Essential Guide to Feeding & Caring for your Baby

Competencies (see Interview Guidance Notes)

Excellent organisational skills	Breastfeeding Peer Support Experience	
Excellent communication skills and building relationships with customers	Computer skills	
Learn new processes quickly	GCSE C/Functional skills English	GCSE C /Functional skills Maths