



## JOB DESCRIPTION

Job Title: **Office Administrator**  
RESPONSIBLE TO: The Bridge Master  
WORKING HOURS: 37.5 hours per week  
(09:00 to 17:00, Monday to Friday)

### MAIN PURPOSE OF JOB:

Designed by Isambard Kingdom Brunel, the Clifton Suspension Bridge is a Grade 1 listed structure and has stood as an icon for Bristol for over 160 years. The Clifton Suspension Bridge and Museum is owned and operated by the Clifton Suspension Bridge Trust and overseen by an experienced board of Trustees.

Day-to-day operations are managed on the Trustee's behalf by our Bridge Master. The Office Administrator will report directly to the Bridge Master, and the role includes responsibility for many aspects of daily operations at the Clifton Suspension Bridge, including general office management.

We have a small and highly effective team at with a flexible approach to supporting and covering for each other. The role requires the successful candidate to work closely with all members of our team, but particularly our Shift Supervisor with whom some duties would be shared. The Office Administrator and Shift Supervisor also provide cover for each other during periods of holiday or sickness.

As well as office management and administration, the role will require the successful to provide administrative support to the Bridge Master.

We are a close-knit team here at the Bridge and it is a supportive and collaborative environment. We are all proud to work on such an iconic landmark and one of the symbols of Bristol.

### DUTIES:

#### Office Management and Administration

- Manage our many suppliers including equipment providers, utility companies and others.
- Type minutes, agendas, letters and general correspondence.
- Keep records of sickness of all office employees.
- Assist with dealing with queries from the public via the telephone and email.
- Monitoring/managing of all utilities/cleaning contracts ensuring value for money.
- Managing / liaison with our equipment suppliers such as those that supply our bridge barrier system.

- Help keep Operational Procedures /templates/forms are all up to date.
- Support in operating our 'Pay as You Cross' prepaid card system, including taking calls from the public and updating their credit balances for their bridge crossings.

### **Assistance to the Bridge Master**

- Prepare management reports and charts of toll figures and prepare quarterly report for Trustees' meetings.
- Organise, plan and take minutes at staff and working group meetings and distribute.
- Assist in taking charge of the bridge when the Bridge Master is absent.
- Organise staff training and manage training register for all staff.
- Assist Bridge Master with specific non-engineering projects/tasks.
- Assist in managing the Trustees diaries, particularly in arranging the various committees and working groups that include Trustee involvement.

### **Job Skills & Qualifications**

The successful candidate will be confident in dealing with suppliers and members of the public. They will be proficient in the use of standard software tools including Microsoft applications. As we are a small team, a flexible and collaborative approach to working is essential as we often need to provide cover for each other.

#### **Required**

- Good communicator – written and oral
- Excellent team working, communication and organisational skills.
- Good capability of using digital tools; in particular Word, Excel, Adobe and Google sheets.
- Flexibility to take on new activities and to provide cover for others within our team.
- A proactive, problem-solving approach.

#### **Preferred**

- Knowledge of health and safety best practice at work.
- Experience of adhering to project budget constraints.
- Knowledge of relevant legislative requirements relating to running an office.
- Knowledge of IT systems / networks would be useful.

**Mandatory**

- DBS Certificate – all new employees will require DBS Checks
- Mental Health First Aider and Physical First Aider certification will be required. However, appropriate training will be provided to achieve this.

**Note:**

The duties listed may be amended at the Trustees' discretion and should not be regarded as comprehensive. As individual matters arise, they will need to be considered and dealt with.