

JOB DESCRIPTION

POST:	Reception / Admin Officer
GRADE:	£10.50 (£16,424.10 p.a.) based on 30 hrs/wk
RESPONSIBLE TO:	Office and Compliance Manager
MAIN PURPOSE OF THE POST:	TO PROVIDE AN EFFICIENT AND EFFECTIVE RECEPTION AND CLERICAL SERVICE TO ASSIST THE CENTRE, STAFF AND SERVICE USERS

Main Duties:

Reception

- Provide reception cover, answering phones, completing casesheets, greeting visitors professionally, determining the purpose of the call and directing them to the appropriate person
- Assist CEO, Managers and Team Leaders with a variety of administrative and clerical tasks
- Supporting other staff as and when required
- Help maintain the website and other social media platforms
- Maintain registers for visitors to the office and maintain office calendars
- Ensure cover when absent from Reception desk
- Deal with basic queries and provide accurate information
- Take and deliver messages accurately and ensure staff are aware of messages
- Help to maintain the staff training records and ensure up to date on a regular basis
- Assist with minute taking at meetings
- Help organise fundraising activities and other meetings

- Perform data entry to databases as and when required.
- Sort and distribute incoming mail and e-mail (Checking every 2 hours minimum)
- Monitor people coming and going through the reception doors and be aware of and report suspicious activity
- Keep reception area clean, tidy and compliant with H&S policy including Covid checks
- Help with service user feedback including posting out forms and completing feedback surveys with service users over the phone.
- Help maintain the office library and filing systems
- Help with general office maintenance tasks

Specific Duties

- Carry out general administration duties
- Provide an efficient Reception Service including opening cases, completing stat sheets and forwarding this information to the appropriate staff
- Carry out monthly case trawls (liaise with Team Leaders)
- Carry out training trawl and complete training spreadsheets
- Provide administrative support for the HEY Service by updating School databases to produce reports
- Ensure systems and internal procedures are updated including databases and staff tools
- Photocopy all necessary documentation as requested
- Ensure filing of documents are accurate, up to date and easily accessible
- Help with office maintenance as and when required such as dealing with tradesmen
- Assist in database input for the statistical function under the supervision of the Finance and Stats Manager.
- Help organise office events such as AGM and fundraising events such as race nights.

- Provide support to the Board, staff and service users as required
- Provide support, training and peer mentoring for any additional Admin staff placements

Internal/External Reporting Quality Control Systems

- Send out Service User Feedback Forms and help with telephone surveys.
- Regularly liaise with Team Leaders and Managers
- Help maintain filing systems both electronic and physical

Computer skills

- Proficient in MS Office – Word, Outlook, Excel, Powerpoint, Teams, email
- Good Internet skills including updating websites and social media platforms such as facebook, LinkedIn, etc
- Accurate and fast typing and minute taking skills

Person Profile

JOB TITLE:	RECEPTIONIST
DATE:	Nov 2021

QUALIFICATIONS	Essential	Desirable
Good standard of general education	✓	
Standard Grade Math and English or Equivalent	✓	
NVQ in Customer Service, Administration or Equivalent		✓

EXPERIENCE	Essential	Desirable
Practical experience of working with others	✓	
Experience of using own initiative	✓	
Experience of customer service	✓	
Experience of working in a reception environment	✓	
Experience working in the third sector		✓

SKILLS	Essential	Desirable
Excellent communication skills (Written and Oral)	✓	
Good organisational skills and the ability to plan work	✓	
IT skills	✓	
Time Management and the ability to work to deadlines	✓	
Interpersonal skills	✓	
Good numeracy skills		✓
Good typing and minute taking skills		✓

BEHAVIOURS	Essential	Desirable
Planning and organising	✓	
Performing under pressure	✓	
Adaptability	✓	
Team working	✓	
Self motivated	✓	
Flexibility	✓	
Confidentiality	✓	
Empathy with Service Users	✓	