

## **JOB DESCRIPTION**

POST: Receptionist/Admin Officer

GRADE: £10.50/hr (increase pending) 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'S SERVICE USERS AND STAFF

### **Main Duties:**

#### **Reception**

- Provide reception cover, answering phones, completing case sheets, greeting visitors professionally, determining the purpose of the call and directing to the appropriate person
- Assist CEO, Managers and Team Leaders with a variety of administrative and clerical tasks
- Supporting staff as and when required
- 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 maintain staff training records and regularly ensure up to date
- Perform data entry to databases as and when required
- Sort and distribute incoming mail and e-mail (checking every 2 hours minimum)
- Keep reception area clean, tidy and compliant with H&S policy including Covid checks including monitoring traffic
- Help with service user feedback via phone and mail
- Help maintain the office library and filing systems
- Assist with minute taking at meetings
- Help organise fundraising activities and other meetings
- Help maintain the website and other social media platforms
- 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 and 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
- Copy and scan 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, etc
- Provide support to the Board, staff and service users as required
- Provide support, training and peer mentoring for any additional Admin staff or placements

## Internal/External Reporting Quality Control Systems

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

## Person Profile

<b>JOB TITLE:</b>	<b>RECEPTIONIST</b>
<b>DATE:</b>	May 2022

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

<b>EXPERIENCE</b>	<b>Essential</b>	<b>Desirable</b>
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		✓

<b>SKILLS</b>	<b>Essential</b>	<b>Desirable</b>
Excellent communication skills (Written and Oral)	✓	
Good organisational skills and the ability to plan work	✓	
IT skills - Word, Outlook, Excel, Powerpoint, Teams, email, 365	✓	
Time Management and the ability to work to deadlines	✓	
Interpersonal skills	✓	
Good numeracy skills		✓
Good typing and minute taking skills		✓

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