



JOB DESCRIPTION

Job Title: Administrator/Receptionist

Responsible to: Community Projects Manager

Salary: £16,123 p.a.

Summary of Main Responsibilities

To provide the delivery of effective secretarial and administrative services to meet the needs of Volunteer Now.

Main Areas of Responsibility

Reception

- Perform reception duties in an efficient, professional and courteous manner, including answering/transferring a high volume of calls.
- Maintain and update a list of staff contact numbers and a log of the availability to receive inbound calls.
- Administer incoming and outgoing post.

Secretarial/Administrative

- Provide typing, desk top publishing and data input, as required.
- Provide assistance with arrangement of courses, events, conferences etc.
- Deal with general queries and refer to appropriate staff, when necessary.
- Deal with information requests on a timely basis.
- Maintain diaries and assist with travel arrangements, as requested.
- Keep contact management system/databases up to date with volunteer enquiries, information queries, room bookings, courses, events etc.
- Maintain content of websites in relation to area of work.
- Maintain computer file management.
- Order, record and maintain stationery and catering stock.
- Provide photocopying, binding of documents/materials etc.
- Assist, when required, with the recruitment, induction and training of Administrative staff.
- Provide cover for reception and other support staff, as necessary.

Any other duties

- Ensure that Health and Safety standards are adhered to and maintained.
- Contribute to effective communication across the organisation.
- Undertake such other reasonable duties as may from time to time be required.
- Provide support for each department in relation to their needs as required.
- Maintain reception area and ensure all marketing material is current and organised.

PERSON SPECIFICATION

Location:	34 Shaftesbury Square, Belfast BT2 7DB
Hours:	35 hours per week (reasonable hours outside of this are required to fulfil the obligations associated with the post).
Pension:	To be advised.
Notice Requirement:	One months notice.

Applicants must have demonstrable evidence of the following core competencies and additional requirements:

Core Competencies

Working with People: Ability to build effective working relationships including working within and across teams.

Using Resources: Ability to consider value for money in use of materials, photocopying, and supplies etc.

Achieving Results: Can effectively implement internal business processes and focus on customer care to meet organisation's objectives.

Managing Self & Personal skills: Ability to effectively communicate, use initiative and work under pressure.

Additional Requirements

- Ability to effectively operate a range of Microsoft packages and other computerised programmes/systems.
- Can work methodically and effectively plan and organise workload.
- Can contribute to the successful organisation/planning of events/conferences/training etc.