

**Ashton Community Trust Job Description**

**Job Title:** Administrator with reception duties

**Responsible to:** Administration Coordinator

**Location:** North Belfast

**Hours:** 16 hours per week (1day and 2 evenings)

**Salary:** £16,918 per annum pro rata

**Pension:** 7%

**Job Background**:

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| The post holder will provide reception and administrative support within the Bridge of Hope. The role holder will be expected to give all visitors and clients professional and sensitive front-line help and information, representing the service at this important first contact.  **Key Tasks & Responsibilities:**   |  | | --- | | * To provide a professional and non-judgmental front-line service to all clients and other stakeholders both over the phone and in person; * To give assistance, information, and support to clients, staff and others and direct them to appropriate sources of help * To ensure confidentiality of client data at all times * To update and maintain the department’s database system ensuring accuracy at all times * To allocate appointment to clients * To liaise with sub contracted practitioners regarding client information and provide support as and when required. * To prepare all paperwork related to Bridge of Hope services * To undertake any other admin duties as required. | |

**Status of the Job Description**

This job description is not incorporated into the employee’s employment contract. It is intended as a guide and should not be viewed as an inflexible specification and it may be varied from time to time in the light of strategic developments following discussion with the post holder. The post holder will be expected to work to objectives agreed with the line manager.



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Person Specification

Important: Applications must only be completed using computer as no hand writing applications will be considered for short listing.

Please read questions carefully and provide full and clear detail in answer to each of the questions

**Essential Criteria:**

* GCSE Grade C or above or equivalent in English and Maths
* Strong IT skills gained in a work environment particularly in MS Word and Excel.
* Previous experience of reception and administrative work
* Have the ability to work in a busy environment and use your own initiative.
* Excellent communication skills, written and verbal.
* Understand the need for professional confidentiality

**Please note:**

Note to Applicant: When completing your application form you should demonstrate/evidence the extent to which you have the necessary education, experience, knowledge and skills identified as required by the application criteria for the post.