JOB DESCRIPTION

JOB TITLE: Receptionist/Administrative Assistant

**BASED AT:** Upper Springfield Development Trust

689 Springfield Road, BT12 7FP

**RESPONSIBLE TO:** Office Manager

**HOURS OF WORK:** 25 hours per week

**JOB PURPOSE:**

Performs reception and provide a centralised administration support service for USDT.

**MAIN DUTIES AND RESPONSIBILITES**

1. Performs reception services in a professional and courteous manner, acting as first point of contact, answering incoming calls, transferring to appropriate staff, taking/distributing messages, greeting visitors, handling requests for information and directing visitors to appropriate locations
2. Maintain health and safety records ensuring staff and visitors sign in and out on the appropriate documentation
3. Assist with emergency evacuation procedures including taking the signing in and out documentation to the designated fire evacuation assembly point and contact emergency services if required
4. Provide clerical support to teams including the senior management team as required
5. Prints and distributes incoming faxes to staff and as requested, sends faxes
6. Picks up mail and parcels, sorts and distributes incoming mail for staff, runs outgoing mail through franking, record outgoing mail and deliver to post office
7. Monitor credit on franking machine and with authorisation top up credit
8. Maintains relevant approved office supplies, placing orders through the office manager, receiving orders for USDT, sign for them and contact the relevant staff to retrieve
9. Photocopy, scan documents and distribute information as required
10. Assist with printing and binding documents as required
11. Maintains office equipment such as photocopier, fax and postage machine ensuring good working order and arranging for repairs as necessary
12. Provide client service to internal staff and customers responding to specific requests for information
13. Co-ordinate bookings for internal/external boardroom bookings including arranging hospitality if requested and forward all relevant paperwork to the office manager
14. Assist with internal and external communications including liaising with suppliers
15. Assist with the recruitment process for internal or external job vacancies including preparing packs, forwarding and receiving applications, drafting up shortlisting and interview grids etc.
16. Participate in rotas to ensure adequate staff coverage during opening hours, including some unsociable hours
17. Ensure at all levels the maintenance of confidentiality
18. To ensure the building is opened up on time each morning and securely locked up each evening
19. Maintain the reception area effectively and to ensure that the public appearance of the area is neat and welcoming
20. Establish and maintain effective working relationships with co-workers, supervisors and the general public
21. Maintain regular consistent and professional attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
22. To ensure administration systems are adhered to and adequate records are kept
23. Adhere to USDT’s policies and report of untoward incidents.
24. To participate in regular staff meetings and personal support sessions.
25. To adopt a team approach.
26. Participate in appropriate training as directed by the office manager and highlight own training needs relevant to post.
27. To adopt a proactive approach in promoting USDT and all services
28. To adopt a flexible approach to working hours of duty.
29. To undertake any other duties which may be reasonably requested.

**This job description is not prescriptive and may change with the needs of the organisation.**

**PERSONNEL SPECIFICATION**

**Essential**

1. NVQ Level 2 in Business Administration or equivalent

**OR**

Where a candidate does not have the relevant qualification, the experience of working within the field of administration will be enhanced to two years.

1. Demonstrable experience of maintaining a busy reception area, including greeting people and operating a telephone switchboard.
2. Proficient in the use of Microsoft Office Package: - such as Access, Excel, Word etc.
3. Excellent organisational & administrative skills.
4. Ability to work as part of a team.
5. Ability to meet deadlines and to prioritise workload.
6. Ability to use initiative.
7. Excellent communication skills to deal effectively with employees within all departments, as well as with customers and suppliers to provide information and assistance
8. Ability to provide a high standard of customer service
9. Ability to adhere to confidentiality.
10. Ability to take accurate messages and disseminate information appropriately
11. Ability to work flexible hours as necessary.
12. An understanding of the issues within disadvantaged communities.