

Position: Receptionist (30 hours per week)

Date: October 2024

Term: Fixed term to 31 March 2026 (possible extension)

Location: Newtownards Office

Salary: £24,294 per annum (pro rata)

Reporting to: CAAND Manager

Days of work: Monday-Friday

**Role Purpose:**

To provide front of house reception cover, welcoming clients, providing information and ensuing they are dealt with professionally and efficiently.

**Main duties and responsibilities include:**

* To be the first point of contact and to welcome all clients & visitors.
* Maintain online electronic appointment diaries for ALL sites.
* Answer the telephone and refer calls and take messages.
* Provide administrative support to staff and volunteers.
* Record incoming and outgoing mail and distribute to relevant staff.
* Maintain confidentiality about clients and their contact with CAAND.
* Create, maintain and archive paper and electronic filing systems in accordance with the CAAND systems and procedures.
* Maintain stocks of stationery, leaflets and posters, and order from suppliers.
* Case record client contacts on Advice Pro.

**Personal skills and qualities that a receptionist requires:**

* Experience of working in a reception role.
* Friendliness and approachability.
* Ability to maintain and manage electronic diary systems.
* Excellent verbal communication skills including telephone skills.
* Good numeracy and literacy skills.
* Ability to access relevant signposting information including electronic and written materials.
* Ability to implement administrative policies and procedures in a busy work environment.
* Excellent IT skills, including Word, Excel, email and internet.
* Ability to work as part of a team.
* Awareness of the potential needs of, and demands placed on, vulnerable clients.
* Ability to manage time and prioritise workload.
* Willingness to attend relevant training and team meetings.