

## JOB DESCRIPTION

<b>Job Title:</b>	<b>Receptionist, Administrator &amp; Events Assistant</b>
<b>Salary:</b>	£21,000
<b>Responsible to:</b>	Senior Human Resource Administrator
<b>Links to:</b>	Building Administrator
<b>Location:</b>	YouthAction Belfast
<b>Contract:</b>	Fixed Term Contract (January/February 2025-December 2027)
<b>Hours:</b>	35 hours per week
<b>Funder:</b>	PEACEPLUS

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### About Youth Action

YouthAction NI is an outward and forward-looking learning organisation with a conscious and evolving leadership culture that embraces self-evaluation and continuous improvement to best meet the changing needs of young people through youth work and youth arts.

It is a membership-based youth work and arts charity that actively works with young people as partners to tackle inequalities in their lives. Through such intention and purpose, our mission is to: improve their life chances; inspire them as activists; grow inclusive and outward looking communities and build a peaceful and shared society.

The organisation has regional bases in Belfast (College Square North), Armagh, Derry/L'Derry, Enniskillen, Kilkeel and Newry.

### Company Benefits

- Inclusive and Friendly Working Environment.
- Attractive annual leave with length of service rewards.
- Allocated well-being days at Christmas.
- Occupational Family Friendly Policies.
- Occupational Sick Pay.
- TOIL (Time Off In Lieu).
- Personal Development including in service training opportunities.
- Investors in People.

## **Key Tasks**

The Receptionist & Events Assistant will:

1. be the first point of contact to visitors of YouthAction.
2. provide support to the Building Administrator for the smooth running of events, meetings and conferences.
3. provide administrative support to the CyberQuest PEACEPLUS programme.

The successful candidate will have the following core hours, but will occasionally be required to work outside of their core hours to facilitate events.

### Draft schedule (but flexible)

- Monday 8.45am – 2.15pm (5.5 hours)
- Tuesday 8.45am – 5pm (7.5 hours, 45 minute lunch break)
- Wednesday 8.45am – 5pm (7.5 hours, 45 minute lunch break)
- Thursday 8.45am – 5pm (7.5 hours, 45 minute lunch break)
- Friday 8.45am – 4.30pm (7 hours, 45 minute lunch break)

The main duties of the Receptionist, Administrator and Events Assistant will include:-

- Preparation of the foyer area at 8.45am for prompt opening at 9am.
  - Operating the switchboard, taking messages and transferring calls as necessary.
  - Provide good customer service and a welcoming first point of contact for staff, visitors and young people to YouthAction's Head Office, College Square North, Belfast.
  - Operate an efficient signing in system for staff, young people and visitors.
  - Assist with room set-up/clear-up for meetings and events.
  - Assist with catering/hospitality.
  - Provide administrative support as required (using Windows Office Suite) to the PEACEPLUS project.
  - Assist the Building Administrator with general Health and Safety practices (e.g. fire extinguisher checks, fire drills etc.)
  - Carry out other duties that may be reasonable and necessary for the effective operation of the programmes delivered by the Charity.
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## Personnel Specification – Receptionist/Events Assistant

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### Essential Criteria:

- An effective and confident communicator.
- Excellent time-keeping, organisation and personal management skills.
- Conscientious approach to work, possessing a keen eye for detail and standards.
- Self-motivated to work and be able to work independently and on own initiative.
- Effective team working and ability to work under the direction of others.
- Possess a sound knowledge and experience of Windows Office Suite (Word, Excel, Powerpoint).
- Demonstrate a strong interest in the charity/youthwork sector.

### Desirable Criteria:

- Previous experience in a receptionist role.
- Previous experience in hospitality.

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Application Form can be requested from Joanne Quinn-Kane (Senior HR Administrator) at [joanne@youthaction.org](mailto:joanne@youthaction.org)

**Closing date for applications:** Monday 16<sup>th</sup> December (Midday)

**Interviews will be held on:** Friday 3<sup>rd</sup> January 2025