

Job Description: Admin/Reception/Deputy

Job Title:	Reception & Administration Assistant/Management Cover
Responsible to:	The General Manager
Salary:	£10 per hour
Pension:	TBC
Hours of work:	25 hours per week (flexible over 7 days and may incl evening & weekend work)
Annual leave:	4 weeks (excludes bank holidays)
Probation period:	3 months
Notice period:	2 weeks

Job Purpose: Working as part of a team providing reception, administrative, data input, information and related support services within the centre. This post also involves some cover work for the General Manager e.g holidays, days off etc

Primary Duties and Responsibilities:

- To act as the first point of contact for visitors and callers to Ashington Life Centre and to undertake a range of other administrative tasks as identified by the General Manager.
- Assist with providing professional reception service to clients and visitors, including the security of visitors to the Centre.
- Accept and record incoming telephone enquiries, taking details sensitively, discreetly and accurately.
- Providing accurate information to customers and enquirers about Real Deal Plus' services
- Operate till and handle cash where necessary
- Assist with photocopying and distribution of information, as required
- Assist with setting up for meetings and other events and taking minutes when necessary
- Enter and update data onto the computer systems
- Provide excellent administrative support as required.

General Duties:

- Attend staff and other meetings as required from time to time
- Participate in rotas to ensure adequate staff coverage during opening hours, including some unsociable/weekend hours
- Assist in the promotion of a fair and quality service that is sensitive and responsive to clients, funders and visitors, ensuring adherence to customer care policies at all times

Person Specification

	Essential	Desirable
Qualifications	GCSE English & Maths (A-C)	GCSE or other qualification in IT
Experience	<p>Ability to reformat, rearrange and safely store documents for future retrieval</p> <p>Ability to provide information, advice and follow up action</p> <p>Operating computers and familiar with Windows programs and cloud storage</p> <p>Ability to communicate in a wide variety of formats to a range of service users e.g. clients from disadvantaged backgrounds, trustees, foreign and other visitors</p>	<p>Development of professional contacts with clients and other users</p> <p>Setting up (where required) and maintaining records and filing system in line with GDPR</p> <p>Ability to use own initiative appropriately</p> <p>Able to work as part of a team with minimum supervision covering all aspects of the reception function</p> <p>Some management experience is desirable although training will be given.</p>
Knowledge and understanding	<p>Broad knowledge of office procedures.</p> <p>Knowledge of word processing,(30wpm) spreadsheet/database software, preferably with experience of Microsoft office programs</p> <p>Basic understanding of the use of office equipment such as photocopier, scanner etc</p> <p>Ability and willingness to cover for other administrative team members and work outside of normal hours on occasions</p> <p>Commitment to incorporating Equal Opportunities and diversity principles in all aspects of work</p>	<p>Sound knowledge of and the use of plain English both written and oral</p> <p>Understanding of reception or customer service work</p>