

JOB DESCRIPTION

Receptionist/Central Administration Assistant

1. Key Objectives

- 1.1 To provide a professional first point of contact to both Brighter Futures internal and external customers for all forms of communication, phone calls, emails, website etc. and ensuring the smooth operation of the reception area.
- 1.2 To maintain a professional, clean, safe, and tidy reception area, training room and Board/Meetings rooms to a standard aligned to covid-19 guidelines and as requested by the Head of Human Resources & Organisational Development or members of the Executive Leadership Team.
- 1.3 To play a key role at Brighter Futures in providing a professional front of house service in representing the organisation in an efficient, passionate, and organised manner.
- 1.4 To provide an efficient and effective centralised administrative support service for various departments/schemes/services.
- 1.5 Monitor / co-ordinate customer feedback/ enquiries
- 1.6 Oversee on-call rotas, training database/ bookings/ arrangements, Head office rota, Covid 19 information, lone working monitoring, and relief worker arrangements/ rota
- 1.7 Take minutes of meetings as required
- 1.8 Provide Office management cover ensuring the smooth running and operation of Head office and associated facilities/ services provided including ensure all areas are kept up to date cleaning/ repairs provision, stationery, photocopiers/ equipment

Responsible to:

Head of Human Resources & Organisational Development

Department/Location

HR & Central Administration – Head office, Stoke-on-Trent

2. Key Responsibilities

- 2.1 Respond to calls in a timely and professional manner.
- 2.2 Ensure all calls are transferred correctly and accurate messages are taken.
- 2.3 Greet and assist visitors in a helpful, friendly, polite, and confident manner ensuring all Covid-19 guidelines are followed. Also, to ensure that all staff booked to attend Whittle Court adhere to Covid-19 guidelines on entering and working in the building.
- 2.4 To monitor the lone working procedure/devices ensuring the safety of staff guidelines are being adhered to in line with the lone working policy and procedure.
- 2.5 Be responsible for ensuring the internal staff contact details log is regularly updated.
- 2.6 Be responsible for ensuring the external contact log is regularly updated.
- 2.7 Processing the incoming and outgoing mail in accordance with the Brighter Futures procedure.
- 2.8 Be responsible for taking catering bookings for internal meetings, liaise with the Catering Manager and update the in-house system.
- 2.9 Transcribe notes from recording devices as and when required.
- 2.10 Manage the meeting room diaries.
- 2.11 Prepare and tidy meeting rooms / training academy as and when required in line with Covid-19 guidelines.

- 2.12 You will be responsible for checking that lights and heating are switch off in the building at the end of the end. You will also check all windows are closed and that all keypad doors are locked restricting access across the building.
- 2.11 Monitor and keep up to date records of staff booking in to attending work or hotdesking at Whittle Court
- 2.12 Raise purchase orders when necessary.
- 2.13 Assist and book travel arrangements for all staff when necessary.
- 2.14 Create staff ID badges and ensure all documentation is up to date.
- 2.15 Update annual staff parking passes.
- 2.16 You will be required to manage, update, and advise on the on-call process
- 2.17 Be responsible for managing the compliments and complaints process ensuring these are dealt with in a timely manner and recorded for reporting purposes.
- 2.18 You will take notes/minutes of meetings internally and externally.
- 2.19 You will assist and support other services/departments e.g., PA to the CEO, training and development, health and safety, governance, marketing and communications and customer engagement with daily administrative functions.
- 2.20 Be responsible for the daily maintenance of office machinery.
- 2.21 You will be required to input equality monitoring data and any other data information as and when required.
- 2.22 Assist the Human Resources &OD team as and when necessary.
- 2.23 Maintain records, filing systems and computer files.
- 2.24 Process stationery orders.
- 2.25 Assist in the monitoring of lone working.
- 2.26 Promote the aims, philosophies, and culture of Brighter Futures to any other agency or organisation in a professional manner.

GENERAL:

To take responsibility for own training and development needs.

To take responsibility for personal continued professional development and learning.

To undertake other reasonable duties as specified from time-to-time by the Head of Human Resources & Organisational Development and/or the Executive Leadership Team.

Demonstrate the competencies and behaviours set out in the Competency Framework.

The post holder acknowledges and abides by the policies and procedures laid down by the Association.

SALARY AND BENEFITS:

Salary: £19,150 per annum (Monday – Friday 9am-5pm)

Annual leave of 27 days plus 8 additional days

Personal Pension Plan, life assurance and group income protection

Health Care Cash Plan

Occupational Sick Pay

Staff Counselling Service

Person Specification – Receptionist/Administration Assistant

We want the postholder to demonstrate the following competences to a high level and use them in their work. This is more important than having a great deal of direct experience of the job content. We will be looking for evidence of the following key competences during the selection process if you are shortlisted.

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| <ul style="list-style-type: none"> ▪ Communication & Clarification ▪ Creativity, Innovation & Adaptability ▪ Commitment & Customer Focus ▪ Relationship & Team Working | <ul style="list-style-type: none"> ▪ Respect, Integrity & Open-mindedness ▪ Accountability, Self-Reflection & Development ▪ Engaging with and Supporting Change |
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Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the job application form to demonstrate your capabilities in relation to each of the criteria listed in Sections 1, 2 and 3 below (addressing each point in order). Use the answers to show how your competences have helped you achieve positive results. This will give you the best possible chance of being shortlisted.

1. Specific Qualification, Experience and Track Record

1.1 GCSE grade A to C including English and Numeracy or an NVQ Level 2 qualification.

2. Special Knowledge and Requirements

2.1 Excellent communication skills, oral and written and a customer focused approach.

2.2 Experience of windows-based software, including Word, Excel, PowerPoint, e-mail, and the internet.

2.3 An ability to work effectively with people across a wide range of levels and responsibilities.

2.5 Good interpersonal and customer service skills.

2.6 Must be able to take good notes/minutes at meetings

2.6 Must be able to work as part of a team.

3. Additional Job Requirements

3.1 Ability to remain calm under pressure and difficult situations.

3.2 Must be self-motivated with a positive can-do approach.

3.3 Must be flexible to work across Brighter Futures departments/services in line with operational requirements

3.4 Committed to equality and diversity and promoting Brighter Futures Values.

3.5 The ability to maintain confidentiality.