

JOB DESCRIPTION

JOB TITLE: Receptionist Administrator/Shop Assistant
CASUAL ROLE

JOB PURPOSE: Provide excellent face-to-face customer service in a professional, welcoming, and friendly manner as the first point of contact based on reception at Clarence House. Greet all users and visitors and take receipt of deliveries; carry out research, analysis and provide reports for the Centre Manager & Transport Manager, manage incoming and outgoing mail, support in the marketing of the Clarence House and its services and activities and provide administrative support as and when needed to the Centre Manager & Transport Manager at Clarence House. Support the running of the small charity shop and reception volunteers based at Clarence House

ACCOUNTABLE TO: Clarence House Centre Manager & Transport Manager

RECEPTION TASKS:

- Dealing with clients, visitors, contractors, and members of the public via the reception desk, signposting to the relevant services
- Handle all incoming calls, via the switch board system
- Managing and where applicable resolve all enquiries via the relevant email account
- Manage internal and external room bookings rooms via the outlook calendar which also includes monthly invoicing
- Provide clear & accurate external transport requests
- Provide marketing materials, undertake research, analysis, and provide reports for the Centre Manger and Transport Manager that supports campaigns and for auditing purposes
- Assisting with administrative tasks that supports the general running of the services relating to the building
- Sort, distribute all incoming, outgoing, and internal post including franking in preparation of postal collections

Other Duties (including but not limited to):

- Maintain the reception and surrounding areas in a clean and tidy condition, ensuring that magazines and leaflets are current and neatly displayed.
- Print off, laminate (when relevant) & distribute materials for the Centre Department
- Oversee franking and photocopier usage and funds
- Updating internal database systems

- Fundraising to achieve targets set by line manager i.e. Scratch cards or raffle tickets
- Maintain an up-to-date knowledge of services, projects and campaigns listed on/in the AULS&R webpage, staff newsletter and other relevant media sources
- Act as a fire marshal during evacuation

SHOP TASKS:

- Undertake general operation & overseeing the Clarence House charity shop, support the shop volunteers, including the recruitment, induction and training of volunteers and their individual shift rota
- Open and close the Clarence House charity shop in line with operational procedures.
Handle cash transactions, including daily reconciliation and end-of-day cashing up.
Achieve weekly and monthly targets by maintaining appropriate stock levels and realistic pricing strategies.
- Request, organise, and manage incoming donations effectively.
- Delegate tasks to volunteers to ensure the smooth and efficient running of the shop.
- Maintain a well-stocked shop floor with high-quality goods, ensuring regular stock rotation and maximising sales opportunities.

Training and Development

1. Undergo mandatory and departmental training and development as required.
2. Evaluate training undertaken and integrate it into your work programme.

Health and Safety

1. Adhere to Age UK Leicester Shire & Rutland's Health & Safety Policy and related policies mentioned therein.
2. Where applicable ensure project activities are risk assessed in line with the organisation's Health and Safety policies and procedures.

Working Practices/General

1. As well as the Health & Safety policies and procedures above, adhere to and implement all other Age UK Leicester Shire & Rutland's policies and procedures as well as the Personal Care Policies if relevant to your role.

Details of these and other Age UK Leicester Shire & Rutland policies can be found in [F:\COMMUNAL FOLDER\POLICIES](#) or on the Select HR self-service portal.

2. Age UK Leicester Shire & Rutland is committed to its charitable aims and fundraises in order to provide accessible services for the older people of Leicester, Leicestershire and Rutland. Age UK Leicester Shire & Rutland expects all its employees to partake, when possible, in events which support these charitable aims.
3. Age UK Leicester Shire & Rutland expects all staff to have basic IT skills to enable them to use the systems within the organisation and have a willingness to embrace new technology as it is introduced. Training will be provided to staff who require it.
4. To undertake any other duties that may reasonably fall within the purview of the job.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

Signed: _____

Date _____

Please print name: _____