##### JOB DESCRIPTION

This Job Description is indicative only, and does not form part of the Statement of Terms and Conditions or Contract of Employment of the post holder.

*The job as described will be reviewed on a regular basis to respond to the changing needs of the post and of the organisation.*

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| **Job Title:** | Receptionist / Administrator |
| **Base:** | Huntley House, 119 London Street, Reading, RG1 4QA |
| **Employer:** | Age UK Berkshire, Company No. 7928260, Charity No. 1146462 |
| **Hours of work:** | 19 per week |
| **Salary:** | £8471.00 per anum |
| **Responsible to:** | Operations Manager |
| **Responsible for:** | Volunteers undertaking reception and administrative duties |
| **Terms and Conditions:** | All terms and conditions are in accordance with the standard terms and conditions of employment of Age UK Berkshire.  Details of these can be found in the Statement of Terms and Conditions of Employment. |
| **Special Conditions:** | Local travel during work may be required, for which mileage allowance or public transport costs will be paid. |
|  | The post is subject to a satisfactory Enhanced Disclosure & Barring Scheme check. |
| **Date this Job Description was last reviewed:** | 23rd February 2019 |

### JOB SUMMARY

* **To provide comprehensive, professional reception and administrative support to ensure the smooth functioning of Age UK Berkshire service provision.**
* **To provide friendly and informed customer service to Huntley House visitors as well as telephone and email enquiries**
* **To provide general guidance and referral towards all Age UK Berkshire services, products and staff expertise.**

**Main Duties:**

1. To be the first contact for incoming telephone calls, routing them to the appropriate member of staff, or taking messages.
2. To handle low-level enquiries about Age UK Berkshire’s services and products and identify opportunities for cross-selling.
3. To be responsible for greeting visitors, and for maintaining a welcoming and attractive reception area.
4. To take referrals, by phone and email, for the handyperson scheme and liaise with the handypersons to assist them in scheduling their work.
5. To access and be fully aware of daily content of all ‘shared’ electronic diaries so that you are informed and prepared to respond to enquiries concerning staff availability.
6. To be responsible for ensuring a safe working environment is maintained throughout the building, including making sure all fire exits are accessible.
7. To be responsible for managing incoming and outgoing post.
8. To organise and maintain filing systems
9. To collate statistics and report on usage of Age UK Berkshire services through interrogation of electronic resources such as Charitylog.
10. To manage the stock of stationery and other consumables and, when necessary, re-order in conjunction with the Commercial Manager.
11. To liaise with suppliers and contractors in respect of office equipment, etc.
12. To assist with updating, printing, maintenance and organisation of promotional material.
13. To organise mailshots as required.
14. In association with the Information, Advice & Office Manager, to supervise volunteer reception workers.
15. To book appointments and meetings as needed.
16. To provide support to staff undertaking service performance monitoring, fundraising initiatives, etc.
17. To participate in service planning and provision to support the review of systems to ensure good practice.
18. To undertake training as a First Aider and administer First Aid as required.
19. To undertake relevant training to maintain skills and knowledge necessary for this post.
20. To comply with all Age UK Berkshire policies and procedures and with all relevant legislation.
21. To carry out any other duties, commensurate with the rate of pay and grading, as may from time to time be assigned by the Executive Committee of Age UK Berkshire.

**PERSON SPECIFICATION:**

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| **Experience** | How measured? |
| Experience in delivering frontline customer service | A,I |
| Experience of providing reception services or similar | A,I |
| Previous administrative experience | A,I |
| Use of IT systems to manage information | A,I |
| Working or volunteering in a not-for-profit organisation | A,I |
| Successful management of high and varied personal and organisational workload | A,I |
| **Knowledge and understanding** | |
| Excellent telephone manner | I |
| Understands need for confidentiality | I |
| An awareness of the issues facing older people | A,I |
| An awareness of the services provided by social welfare agencies | I |
| Awareness of the benefits of using ICT systems to manage information | A,I |
| **Skills and abilities** | |
| Excellent interpersonal skills | A,I |
| Customer service skills | A,I |
| Ability to empathise with older people, their families and carers | A,I |
| Strong communication skills, written and verbal | A,I |
| Skills and abilities in the use of IT systems | A,I |
| Proactive approach to work duties | I |
| Work on own initiative, flexibly & to the needs of the organisation and service | I |
| Good team player | A,I |
| Ability to organise, prioritise and meet deadlines | A,I |
| Effective problem solving skills | A,I |
| High levels of accuracy and attention to detail | A,I |
| Able to deal tactfully with various people and situations | A,I |
| Excellent literacy and numeracy skills | A |
| **Training and qualifications** | |
| 5, A-C GCSE’s or equivalent, including English and Maths | A |
| Demonstrable commitment to continuing professional development | A |
| **Other** | |
| Commitment to the values and ethos of Age UK Berkshire | I |
| Commitment to the principles of equality of opportunity and confidentiality | I |
| Ability to travel across the area of benefit by car as needed | A, I |

In your application form, you should endeavour to clearly show as many of the APPLICATION (A) criteria above as is possible, in order to be short-listed for interview.  
If you don’t tell us clearly, we’re less likely to short-list you!

Where INTERVIEW (I) criteria are shown, interview questions and procedures will be set to bring out these criteria (i.e. you will be asked to demonstrate/prove those things); in particular, for any area described above as “proven” or “demonstrable”, we will require you to actively prove or demonstrate your experience, understanding, skills or ability in that area.

Where TEST (T) criteria are shown, a specific test or exercise will be held as part of the interview process, where you will be expected to demonstrate your experience, understanding, skills or ability in that area at that time.