

Job Description

Job Title	Reception and Administration Officer
Hours of work	20 hours a week. 1- 5 pm Mon - Fri
Salary	£14.20 per hour
Place of work	The Sycamores, Mountpleasant Road, Exeter, EX4 7AE
Annual leave	6 weeks per annum, inclusive of Bank Holidays, on a pro rata basis.
Status	Initial 1 yr term, with a view to extending
Probationary Period	3 months
Benefits	• Company Pension • Free on-site parking • Blue Light Card • Regular Clinical Supervision (where relevant to role)

Job Purpose

To be responsible for ensuring the smooth, professional, and safe running of the charity's reception and building. This role oversees one Receptionist, ensures full phone and front-desk coverage, manages building operations, coordinates room hire, and oversees health & safety compliance.

Responsible to

Head of Service; Finance, HR, and Administration

Key Responsibilities

Reception & Front-of-House Management

- **Building Operations** - Support the management of building-related matters, acting as a key point of contact and coordinating with relevant service providers.
- **Health & Safety** - Support Heads of Services and the Governance Lead in maintaining compliance with Health & Safety policies, risk assessments, incident

reporting, and contractor coordination.

- **Security & Access** - Support the administration of keys, alarms, visitor access arrangements, and emergency procedures. To include locking up the building at the end of the business day, when required.
- **General Procurement** - Provide oversight and support for procurement for general supplies and activities, ensuring processes are followed and requirements are coordinated with relevant departments.
- **Reception Oversight** — Lead the day-to-day running of reception, ensuring a welcoming and efficient service.
- **Phone Coverage** — Ensure phones are staffed at all times, including managing holiday cover.

Monitoring of lone worker phone

- **Staff Supervision** — Line-manage one Receptionist, including 1:1s, performance reviews, and training.
- **Responding to all enquires-** Supporting specific projects with triaging and managing calls and enquiries.
- Supporting key projects such as Enabling with back-office telephone support
- Oversight of MyPermit administration.

Room Hire & Facilities Coordination

- **Room Hire Management** — Manage bookings, set-ups, and communication. Ensure all rooms are ready and that literature is appropriate and up to date
- **Facilities Scheduling** — Coordinate cleaning, maintenance, and external contractors.

Training & Staff Development

- **Recruitment-** Manage all recruitment administration to induction
- **Induction Support** — Support, organise and oversee onboarding for new staff and volunteers
- **DBS procedures-** Oversee compliance with company policies and procedures with regards to DBS.
- Work with the Receptionist and Governance Lead to maintain training records

Other Duties

This job description is intended as a guide to the general duties required of the post. The post holder may be required to undertake training and perform duties other than those given in the job description. The duties and responsibilities attached to posts may vary from time to time. Such variations are a common occurrence and would not justify the re-evaluation of a post. Where a permanent and substantial change in the duties and responsibilities occurs, then the post would be eligible for re-evaluation.

Disclosure and Barring Service (DBS)

This post is covered by the Rehabilitation of Offenders Act 1974. We only ask applicants to disclose convictions which are not yet spent under the Rehabilitation of Offenders Act 1974. If you are not sure whether your convictions are spent, please refer to Nacro guidance. If successful in being invited to interview, you will be asked to fill in our Criminal Record Declaration Form, which will be confidentially returned to our HR and Finance Manager. We guarantee that the information you provide will be used fairly and will only be seen by those who need to see it as part of the recruitment process.

A person's criminal record will not, in itself, debar that person from being appointed to this post. Suitable applicants will not be refused posts because of offences which are not relevant to, and do not place them at or make them a risk in, the role for which they are applying. All cases will be examined on an individual basis. However, failure to reveal this information could lead to the withdrawal of an offer of employment or disciplinary action.

If you are the chosen candidate for this job role, it will be subject to a satisfactory Basic DBS check.

Equal Opportunities

All employees have a responsibility to understand and abide by the obligations laid down in the organisation's equal opportunities policies.

Health and Safety

All employees have responsibility for their own health and safety and for that of others who may be affected by their acts or omissions. Staff members are required to adhere to all health and safety regulations, guidance and procedures at all times.

Confidentiality

All employees are expected to respect confidentiality in relation to Age UK Exeter business, client and service user data.

How to Apply	Please email info@ageukexeter.org.uk for an application form or ring 01392 202092. Completed forms can be emailed or sent to The Sycamores, Mount Pleasant Road, Exeter EX4 7AE
Closing Date	5pm Friday 2 nd October 2026
Interview Date	Monday 12 th October 2026

Person Specification

Essential Skills and Experience

- **Reception & facilities experience** — Proven background in reception, office coordination, or facilities support.
- **Operational organisation** — Ability to manage multiple tasks, prioritise effectively, and maintain smooth daily operations.
- **Staff supervision** — Experience overseeing staff, conducting 1:1s, supporting performance, and providing training.
- **Customer service communication** — Warm, professional communication style; confident dealing with enquiries, clients, visitors, and stakeholders.
- **Health & safety awareness** — Understanding of H&S compliance, risk assessments, incident reporting (training can be provided).
- **Calm under pressure** — Ability to stay composed, professional, and solution-focused in a busy environment.
- **Administrative accuracy** — Strong record-keeping, data management, and documentation skills.
- **IT proficiency** — Confident using email, booking systems, logs, and digital record-keeping tools.

Desirable Skills & Experience

- **Facilities coordination** — Experience with contractors, cleaning schedules, maintenance, or building operations.
- **Room hire management** — Familiarity with booking systems, event setup, and client communication.
- **Recruitment & onboarding support** — Experience helping with interviews, inductions, or training schedules.
- **DBS compliance knowledge** — Understanding of DBS processes and safeguarding procedures.

Personal Qualities

- Calm
- Resourceful and accountable
- **Professional presence** — Warm, confident, and welcoming at all times.
- **Problem-solving mindset** — Able to anticipate issues and resolve them quickly.
- **Reliability & consistency** — Trustworthy and punctual.
- **Team collaboration** — Works well with SMT, Governance Lead, staff, volunteers,
- **Discretion & confidentiality** — Handles sensitive information appropriately.