



## Receptionist / Administrator

(Maternity Cover)

### Job Description

Age UK Hounslow is passionate about making a real difference to older people in the London Borough of Hounslow. It is therefore committed to ensuring the organisation is focused to deliver services and improvements that respond to the needs and aspirations of older people.

Age UK Hounslow therefore expects for all employees to work together to build and maintain an organisation that provides real value for money, is performance driven and ambitious.

#### **JOB TITLE:**

Receptionist / Administrator

#### **DAYS:**

3 days

#### **HOURS:**

21 hours per week

#### **RESPONSIBLE TO:**

Chief Executive Officer

# Receptionist / Administrator Role Duties

The principle responsibility of the role of Receptionist is to ensure the front desk is covered at all times with a positive and friendly welcome to all and the area is compliant with Health and Safety at all times. Direct people as appropriate, answering any questions and queries to the best of your ability and seeking professional answers as required. Being proactive with new visitors, advising of our activities, services and available space for hire. There is a quantity of Excel work for recording and monitoring various aspects of our business.

- Responsibility for Reception area and ensuring all required documentation is available ie membership forms/planners.
- Deal with all incoming calls and ensure voicemail messages are regularly retrieved and actioned
- Ensure all **visitors** are signed in to the building following all current regulations Visitors badges to be provided where necessary and relevant signing in sheets retained and monitored as required. Notifying appropriate people that a visitor has arrived and keep on track the visitor and ensure signed out when leaving the building
- Enter **all current enquiries** received by telephone – face to face - email – post - including voicemail messages on to the current Monitoring Database. Enter all relevant Enquiry codes to database.
- Ensure correct signposting to other organisations as required and monitor accordingly
- **Organise bookings** for Day Trips, IT Classes, Foot Care Service, Listening Therapy, Legal and other services as required. Each service/activity to be recorded on the relevant electronic appointment format and the holder of the service/activity to be advised of the details. Ensuring all payments are received, receipted and reconciled. All bookings to be confirmed before prior to their appointment. Ensure all monies collected are identified and retained in the office safe.
- Act as back up to the Activity and Funding Officer role in preparation of furniture and equipment required for activities and services.
- Varied **Project work** will involve contact with residents at the Southville Centre and by telephone. Obtaining information and recording as required by the individual project.
- Issue all **mailshots** as directed recording details on relevant excel databases.
- Receive all lunch time meal bookings and provide to Chef
- Manage the **Wheelchair Hire** service retaining relevant records and chasing outstanding returns.
- Maintain responsibility for **Key Boxes** in Reception area.
- Monitor stock of Age UK Information Booklets and order as required
- Distribution of Membership cards to attendees to SCC as directed.
- Maintain Care Place Kiosk in Reception and assist the public in its use.
- Ensure fire exits and windows are closed and locked at the end of each day.
- Deal with other administrative tasks as directed by management but within the expectation of the role.

To keep up to date with all Policies and Procedures of Age UK Hounslow

To undertake any other duties within the competence of the post holder under the direction of the management as may be required

To bring to the attention of the management any matters of concerns relevant to the business of Age UK Hounslow

To act as an Ambassador for Age UK Hounslow and promote the organisation at all times.



The Southville Community Centre