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| <b>Job Description</b>  | <b>Reception Administrator</b>   |
| <b>Reporting To:</b>    | Office Manager   |
| <b>Responsible For:</b> | No line management responsibilities  |
| <b>Hours:</b>           | 22.5 hours per week.<br>Job share Mon, Tue, Wed 9.00am – 5.00pm<br>12 months maternity cover |

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| <b>Description of Job:</b> | <p>The Wimbledon Guild works throughout the London Borough of Merton to support local people through talking therapies to promote mental wellbeing, helping in times of financial distress and living well through old age.</p> <p>We are looking for an experienced reception administrator to work on a part-time basis who is passionate about delivering excellent customer service, is confident and articulate, and can provide a professional service to both internal and external customers. The ideal candidate will be flexible and willing to provide cover when required.</p> <p>The purpose of the job is to provide a professional reception service to all visitors and customers, and to carry out general administrative functions within the Wimbledon Guild that support the office manager, senior management, and contribute to the smooth running of the charity. The reception administrator is the first point of contact at the Wimbledon Guild for many people and therefore needs to be warm and welcoming, a good communicator and able to respond professionally to a very varied range of callers, including people with communication difficulties.</p> |
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| <b>Key Responsibilities</b>        | <b>Key Elements/Tasks</b>   |
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| <b>Client Responsibilities</b>     | <p>Be responsible for a timely and effective reception service.</p> <p>To respond to initial enquiries and use judgement to sign post to the appropriate head of department or service area.</p> <p>To take bookings for events, lunches and day trips where necessary, maintaining records and reporting back to the appropriate member of staff.</p> <p>To take full responsibility for the management of the various appointment systems for Guild House and Drake House with Office Manager supervision.</p> <p>Ensure keys for vehicles and room bookings are signed in and out accurately</p> <p>Respond to personal and business telephone calls in a professional manner with sympathy and respect.</p>   |
| <b>Department Responsibilities</b> | <p>To support the senior management team with various administration tasks as necessary, including diary and meeting management.</p> <p>Provide the practical support that people working in Guild House need to efficiently carry out their work.</p> <p>Ensure that reception is manned at all times during working hours.</p> <p>Assist the Office Manager in the smooth and effective running of Guild House and Drake House.</p> <p>Be responsible occasionally for the provision of reception and appointment secretarial services to the other parts of the Wimbledon Guild</p> <p>To order and maintain stationery and supplies according to the Stock Control Policy.</p> <p>To open and distribute mail.</p> <p>Ensure all Reception administration and records are kept up to date and are accurate</p> <p>Assist with implementing and maintaining a filing system for archived storage.</p> <p>Be responsible for keeping the photocopier in good working order and fully stocked.</p> <p>Create and maintain a rota for appropriate monthly reception cover for meetings.</p> |

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|   | <p>To assist the HomeFood Café Manager with various admin tasks where necessary</p> <p>Undertake annual induction refreshers with key members of staff.</p> <p>To test safety equipment in the building with assistance from the Office Manager.</p> <p>Create and maintain and list of local alternative public services.</p>   |
| <b>Line Management Responsibilities</b> | <p>This role currently does not have any managerial responsibilities</p>   |
| <b>Financial Responsibilities</b>       | <p>To be mindful of and adhere to the Wimbledon Guild's financial policies.</p> <p>Sell raffle/lunch/activity tickets for various departments in the Wimbledon Guild and maintain appropriate records.</p> <p>To take payment for regular activities and maintain appropriate records</p>  |
| <b>Organisation Responsibilities</b>    | <p>To ensure that equality of access and opportunity apply to the Wimbledon Guild's clients and volunteers</p> <p>To work as part of the team and contribute to the development of the services within the Wimbledon Guild</p> <p>To work within the Wimbledon Guild's Equal Opportunities Policy and ensure that its principles are fully incorporated into the planning, delivery and monitoring of services.</p> <p>To undertake other duties in line with the needs of the service as directed by the Office Manager</p> <p>To work flexibly as dictated by the needs of the service</p> <p>To attend Wimbledon Guild meetings and training as required maintaining and improving skill and professional knowledge.</p> <p>To be aware of and to work as part of the Wimbledon Guild as a whole.</p> |
| <b>Risk Management</b>                  | <p>To work to and uphold the policies and procedures of the Wimbledon Guild.</p> <p>To work in compliance with Health and Safety Legislation, the policies on Hygiene, Moving and Handling, Risk Assessment etc, where appropriate and to assist in the development and reviewing of essential policies and procedures.</p> <p>To maintain the confidentiality policy of the Wimbledon Guild.</p> <p>To advise the Head of Finance and Administration, or another senior manager of any event which may possibly adversely affect the Wimbledon Guild.</p>   |

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| <b>Person Specification</b> | <b>Reception Administrator</b> |
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| <b>Qualifications, Experience, Skills, Values and Behaviours Required</b> |   |   |
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|   | <b>Essential</b>  | <b>Desirable</b>  |
| <b>Qualifications</b>   | Good general education (min 5 GCSE's A-C or equivalent) including English language and Mathematics  | Qualifications in Microsoft Office applications   |
| <b>Experience</b>   | <p>Providing administrative duties in an office environment</p> <p>Responding to enquiries from members of the public</p> <p>Working within a team</p> <p>Working in an environment where confidential information is handled</p> <p>Previous administration experience in a customer facing role</p> <p>Experienced in office software including Word, Excel, PowerPoint, Access, and the internet.</p>  | <p>Understanding of the voluntary sector</p> <p>First aid trained.</p>  |
| <b>Skills</b>   | <p>Excellent organisational ability.</p> <p>The ability to communicate well both verbally and in writing.</p> <p>The ability to work without direct supervision.</p> <p>The ability to deal with the 'General Public' in a friendly and efficient way</p> <p>Providing administrative duties in an office environment</p> <p>Accuracy and attention to detail.</p> <p>Good word processing skills including confidence in all aspects of Microsoft Office (Word, Outlook, Excel, PowerPoint and Access)</p> <p>Able to network, communicate and liaise with other agencies and colleagues.</p> <p>Excellent telephone manner</p> <p>Organises workloads and manages time effectively.</p> <p>Keeps records and monitors performance.</p> <p>Takes personal responsibility to deliver an effective service to internal and external clients.</p> <p>Accepts help from others.</p> <p>Takes responsibility for events or outcomes.</p> <p>Works at developing self and other's knowledge, skill and motivation within the objectives of the Wimbledon Guild.</p> <p>Actively listens taking others' views into account.</p> <p>Gains respect by operating in a professional and credible manner.</p> <p>Has a flexible approach and is open to new ideas.</p> | <p>Front of house service experience.</p> <p>Able to suggest or develop policies/ procedures and encourage best practice in volunteering activities and in meeting the needs of the Wimbledon Guild's vulnerable clients.</p> |
| <b>Values and Behaviours</b>  | <p>Able to communicate clearly and non-judgmentally with a calm and professional working manner</p> <p>A positive, pro-active attitude and confidence in communicating with the public</p> <p>Shows tact and discretion where appropriate</p> <p>Has a flexible approach and open to new ideas</p>  |   |

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|  | <p>Shows attention to detail.</p> <p>Able to communicate constructively, honestly and openly with colleagues and accept help from others.</p> <p>Has a commitment to delivering an effective high quality service.</p> <p>Committed to effective team working, by collaborating with colleagues.</p> <p>Is interested in developing self and other's knowledge and skill within the objectives of the Wimbledon Guild.</p> <p>Demonstrates energy and enthusiasm for the work delivered by the Wimbledon Guild.</p> |
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04/07/17