



JOB DESCRIPTION - Receptionist/Administrator

JOB TITLE: Receptionist/Administrator	HOURS OF WORK: 29.6 HOURS P.W.
REPORTS TO: TBA	GRADE B

JOB PURPOSE:
<ul style="list-style-type: none"> To support the admin function for our Support Centre in Bracknell and to be the first point of contact for visitors and callers.

MAIN DUTIES AND RESPONSIBILITIES:
<ul style="list-style-type: none"> Provide a friendly and professional reception service for visitors and callers to our Support Centre between 9.00 am and 5.00 pm Monday to Friday, including message taking, signing for deliveries, keeping the area clean, professional and tidy and training all staff on the reception rota. Managing the internal and external post function including provision of stamps, timely forwarding of mail. Manage all administration associated with premises and health and safety. Manage the staff contact and telephone extension lists. Ordering and maintenance of all office and catering supplies Use of internal finance system to raise POs and process invoices. Provide a range of further administrative duties to the wider support team as required to a high standard and to meet deadlines. Provide support to meetings/training sessions to include preparation of meeting and board rooms and assist in arrangements for catering provisions. Maintain the security pass system and organise passes for new staff. Monitor and order ID and Name Badges for all staff. Act as Fire Warden for the Support Centre, ensuring all staff and visitors evacuate and are accounted for in the event of a drill or actual event.

SCOPE OF JOB (BUDGETARY/RESOURCE CONTROL, IMPACT)	
No of contractors or consultants managed/supervised	0
Budget Control	0

Date:

Signature:

PERSON SPECIFICATION - Receptionist/Administrator

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Key Criteria	Essential	Desirable
Qualifications, Training and Experience	<p>Good General Education</p> <p>Competent working knowledge of Microsoft Office, including Word, Excel, PowerPoint, Outlook.</p>	<p>Educated to GCSE or equivalent standard.</p> <p>Knowledge of Adviza's service</p>
Competence Summary (knowledge, abilities, skills, experience)	<p>Excellent communication skills both verbal and written</p> <p>Good Team Working skills</p> <p>Literate and numerate</p> <p>Efficient, able to multi-task and prioritise workload</p> <p>Good use of English grammar</p> <p>Previous office experience</p>	<p>Previous experience of reception work</p> <p>Previous database experience</p>
Work-related Personal Requirements	<p>Organised</p> <p>Flexible</p> <p>Trustworthy</p> <p>Adaptable, friendly, helpful and approachable</p>	<p>Someone who thrives in a busy environment and has effective measures for coping with workplace pressure.</p>

Key Criteria	Essential	Desirable
	<p>Able to cope under pressure</p> <p>Attention to detail</p> <p>Good clear telephone manner</p> <p>Able to work on own initiative and to meet deadlines.</p> <p>Able to deal with confidential information</p> <p>Self motivated and able to relate to people at all levels</p>	
SPECIAL FACTORS		
<ul style="list-style-type: none"> • Must be prepared to occasionally travel, mainly within the Thames Valley area. • Prepared to occasionally work out of office hours in order to respond to the demands of the role • Share with Adviza, the commitment to safeguarding and promoting the welfare of children, young people and adults. 		