



## **Job Description**

### **Receptionist/Administrative Assistant**

#### **Responsible to:**

This role reports to the Facilities & Administration Manager.

#### **Responsible for:**

This role does not have any line management responsibilities.

#### **Purpose:**

The main purpose of this role is to:

- Provide a front-of-house reception service for Corsham Street.
- Ensure meeting rooms are well maintained and serviced.
- Provide administrative support to the national delivery team.
- Support the organisation of events, seminars, workshops and meetings to help strengthen the movement.
- Work with colleagues to ensure a high level of administrative support is delivered across the organisation.

## **Job Description**

### **Main Duties and Responsibilities**

#### **1. Reception Duties**

- Answer the phone in a clear and helpful manner.
- Meet and greet visitors, ensuring that staff and visitors sign in and out of the building.
- Opening and franking of post, including recording of cheques.
- Book couriers.
- Book travel and hotel accommodation, keeping appropriate records where necessary.
- Maintain meeting rooms, reception, kitchen and knowledge hub to a high standard.
- Provide a high quality customer service to users of Corsham Street.

#### **2. Meeting Rooms**

Booking, preparing and maintaining the meeting rooms ensuring catering, equipment etc. are organised effectively.

#### **3. Programme Delivery Support**

- Act as the first point of contact for internal and external queries around programmes, providing information and signposting as necessary - including completion of web forms to record enquires.
- Assist programme leads in collating information to substantiate payment by results reporting.
- To support programme teams to ensure project success.
- To support colleagues to use all internal communications systems, including the contacts database, to their full potential.

- Assisting team colleagues to produce published outputs, including proofing materials.
- To assist with formatting documents and presentations where required.
- To monitor publications / printed stock in liaison with colleagues and report on a regular basis to the Communications Manager.

#### **4. Facilities & Office Support**

- Monitor and record use of equipment, catering and meeting room usage of tenants and external clients and provide monthly information to Finance.
- Provide information for recharging of other services to tenants.
- Monitor stationery and other consumable stocks and ensure timely reordering.
- Assist the Facilities and Administration Manager with administrative support as required.

#### **5. Events, Workshops, Seminars and Meetings Organisation**

- Assist with the organisation of internal and external workshops, seminars and other events as required, updating the database with delegate details etc.
- Work with colleagues to maintain training and events booking systems and keep appropriate records so events can be properly planned, managed and evaluated.
- Respond to queries relating to events and training.
- Collate evaluation and feedback forms from events etc.
- Monitor marketing activities, making necessary changes to contact lists.

#### **6. Other Administrative Duties**

- Word-processing, photocopying, faxing, data entry, filing, mail outs, purchasing and other general office administration as required.
- Taking and word processing minutes of meetings when required.
- To assist with the preparation and distribution of promotional and training materials, ensuring return of items where appropriate.
- To maintain stocks of materials for events i.e. leaflets, publicity materials, publications etc.
- Assist with the marketing and promotion of the meeting rooms.
- Distribute paper and electronic mailings as necessary.
- Arrange internal and external meetings for staff ensuring that venues, catering, equipment etc are organised.
- Assist with events organisation, including the annual convention.
- Updating databases and administrative systems, and other forms of data collection and inputting.

#### **7. General Staff Responsibilities**

- To work in harmony with the organisation's vision and values.
- To promote and ensure compliance with the organisation's Health & Safety, Environmental and Diversity Policies.
- To work in a collaborative and entrepreneurial manner to support and drive income generation.
- To attend and undertake regular supervisions and annual performance appraisals.
- To manage and undertake training / professional development as necessary.
- To promote the use of technology and be self-servicing.
- To work as part of a team, supporting colleagues and communicating effectively with all.
- To encourage and support innovation throughout the organisation.
- To work in the most resource efficient and effective manner.
- To act as an ambassador for the organisation.

#### **8. Any other duties as may be required by the Chief Executive.**

## Person Specification

The following are essential:

### Experience:

- Experience of working or volunteering in a busy office environment
- Experience of working or volunteering with external visitors or members of the public

### Skills:

- Customer focused
- Well organised and able to work within existing systems and processes (manually and/or electronically) and suggest areas of improvement as appropriate
- Able to prioritise and schedule tasks, deal with workload conflicts and deliver to standard
- Good ICT skills, including using databases, Excel, Word and Outlook
- Good attention to detail

### Qualities:

- Able to work across teams and build effective working relationships
- Able to provide a high quality administrative support service

### Core Competencies

1. Flexible and able to respond to change
2. Solutions focused with a can do attitude
3. Good communicator
4. Effective team worker
5. Proficient user of modern business technologies