

Role Profile

Job Title:	Receptionist
Team:	Central Administration
Reports to:	Senior Administration Assistant
Period of Post:	Permanent, Part Time
Location:	Based at Hansel, Broadmeadows, Symington, Ayrshire, working within the communities in which the organisation is active/potentially active (mainly Ayrshire/West of Scotland)
Hours of Work:	Normally 20 hours per week, Monday-Friday (1.00pm–5.00pm) Additional hours may be required to be worked in order to meet the exigencies of the service
Salary scale:	The salary scale for the post is: <ul style="list-style-type: none"> Point 11 - £19,899 (pro rata)

Job Purpose:

To contribute to the Administrative function of the organisation, providing professional day to day reception and administrative support.

Key responsibilities:

To provide reception and administrative support to Hansel colleagues, people we support and visitors.

Key Activities:

The postholder will be responsible for the following activities:

Main Job Tasks and Responsibilities

- Be the friendly and welcoming first point of contact for all internal and external customers, including team members, training providers and stakeholders.
- Professionally answer, screen and direct all external and internal telephone calls, taking and relaying messages as appropriate
- Provide organisational information to internal/external callers and direct visitors to correct destination within the Broadmeadow's estate.
- Assist with the development and maintenance of admin systems, documentation and databases
- Provide admin assistance as required to the HR and Training team, including recording and processing outgoing and incoming job application forms, updating appropriate systems and databases.
- Assist colleagues/team members with photocopying, posting notices and mail distribution
- Update and maintain systems, databases and spreadsheets as required and send correspondence to team members as appropriate
- Produce correspondence, minutes and reports as required.
- Deal effectively with queries from the public and people we support
- Maintain the electronic sign in system, room booking/appointment and pool car
- Receive deliveries and frank outgoing mail
- Tidy and maintain the reception area
- Update and distribute internal phone lists
- Prepare and issue ID badges

- Carry out monthly First Aid box checks and assist with fire evacuation procedures as directed
- Maintain printer toner stocks, if needed, and distribute toners when required
- Set up rooms for meetings and training ensuring correct signage, paperwork and stationery is available and clear up rooms if required following meetings.

Organisational:

- Ensure the values of Hansel are reflected in your work and that all services provided are delivered in line with our vision and core values.
- Ensure that the rights, choices, dignity and safety of people we support are promoted appropriately.
- Assist in the development of a 'Continuous Improvement' culture.
- Represent the organisation in a professional manner at all times.
- Ensure compliance with all regulatory, statutory and legal requirements.
- Recognise and respect the diversity of all.
- Support the wider team during busy periods and peak workloads, e.g. team member absences etc.
- At all times comply with the Health and Safety policy and procedures and draw to your manager's attention any unsafe working practice/conditions.
- Ensure you comply with your duties and responsibilities under Adult Support and Protection legislation.
- Ensure that the policies and procedures of the organisation are followed at all times.
- Attend training and supervision sessions as requested by the line manager.

This list is typical of the level of duties which the post holder is expected to perform or be responsible for. It is not necessarily exhaustive and other duties of a similar type and level may be expected from time to time. The post holder will be responsible for a combination of the objectives described above dependent upon the requirements of the organisation and customers.

PERSON SPECIFICATION	ESSENTIAL	DESIRABLE
EXPERIENCE		
Experience of providing an effective reception service within an organisational setting	✓	
Experience of providing administrative support within an organisational setting	✓	
Experience of acting as a first point of contact by telephone and in person to all callers within an organisational setting	✓	
Experience of maintaining and administering room booking diaries	✓	
Experience in mail and delivery handling, including receiving, distributing, and sending mail	✓	
EDUCATION AND TRAINING		
Educated to Higher level or equivalent.	✓	
Hold a relevant vocational qualification		✓
KNOWLEDGE & SKILLS		
Ability and confidence to work as part of a team or autonomously as required	✓	
Sound organisational and administrative skills	✓	
Good attention to detail	✓	
Excellent IT skills with proficiency and confidence in the use of IT systems including Word, Excel, Power point and databases	✓	
Flexibility to adapt to change and the ability to work under pressure at times	✓	
Ability to work creatively within a team to innovatively develop and improve reception and administration processes		✓
Knowledge and understanding of the social care/charity sector		✓
COMMUNICATION		
Strong interpersonal skills and able to communicate effectively at all levels.	✓	
Professionally represent the organisation at all times, with a polite and friendly manner	✓	
Confidence in communicating and signposting members of the public, employees and customers to relevant departments.	✓	
DIVERSITY		
Champions respect for diversity across all activities and acts as a role model to others at all times	✓	
Shared values with the organisation	✓	
OTHER ATTRIBUTES		
Prepared and able to work outside normal office hours to flexibly meet the needs of the organisation	✓	