

Job Title: Receptionist and Administration Assistant

Job Purpose: To provide an efficient reception and administrative support service to the team and customers

Reports to: Centre Manager

Key Responsibilities:

Reception

- Answer incoming telephone calls, direct callers, deal with queries, take messages and forward as appropriate;
- Check answerphone message daily, dealing and forwarding details as appropriate;
- Handle internal and external enquires (including employers and learners, via email, telephone and face to face) providing effective and efficient customer service;
- Answer the office intercom, providing the required greeting and ensuring only authorised visitors are granted access to the building;
- Greet visitors to the organisation ensure they sign the Visitor Attendance Record and direct appropriately;
- Ensure the reception area, kitchen and training rooms are clean and tidy, including emptying bins at the end of every day;
- Ensure meetings and events are set up as required;
- Ensure posters, promotional materials and information notices around the building are both current and acceptable, removing out of date and replacing worn or damaged materials;
- Ensure monitors in reception and kitchen are switched on every morning and that the content is current, updating the presentation every month;
- Process, record and deliver incoming and outgoing post daily;
- Ensure all emails in info@are dealt with, including answered or forwarded to the correct person daily;

Administration

- Provide general administrative support to the team, including filing, photocopying and scanning, meeting organisation and minute taking;

- Review and maintain office stationery levels, submitting a monthly order to ensure stationery is at the required stock level;
- Review and maintain non-stationery supplies levels, submitting a monthly order to ensure supplies are at the required stock level;
- Update Equality & Diversity board;
- Support the development of the monitor presentations;
- Support the effective and efficient initial assessment of learner applicants, including registration on BKSB, presentation, completion and recording of results on the management information system;
- Undertake learner attendance daily following the organisations procedure;
- Access the referral sources (eg; AV System, Website Applications, Log on Move on, Lincs2 etc) to obtain learner applications updating the management information system and booking applicants to initial interview and initial assessment sending confirmation email;
- Access the Learner Record Service and obtain learners individual record uploading this in the management information system;
- Create learner account on the initial assessment software (BKSB);
- Create learner accounts on the e-portfolio system (OneFile);
- Provide invigilation support as required;
- Attend events, (early morning, during the day and late evening), for young people, adults and employers to aid recruitment and awareness of the organisation;
- Support the development and distribution of marketing materials;
- Support organisational social media and online presence to raise awareness of the organisation and support employer and learner engagement and recruitment;
- Maintain learner and employer records within manual and electronic management information systems;
- Send and receive electronic information;
- Ensure that correspondence from the organisation is of the required standard and tone;
- Operate information technology effectively, especially Outlook and Microsoft Office including Word and Excel;
- These duties and responsibilities form the main part of this Job Description, however, the employer reserves the right to vary and/or change some or all of the above to meet the needs of the organisation.

The post holder will:

- Follow organisational Equality & Diversity, Health & Safety and Safeguarding Policies. The post holder is required to adopt a personal responsibility to ensure their own and their colleague's health and safety;
- Follow all procedures in relation to this role, along with all organisational policies and contribute to their review and development;
- Correctly complete all required documentation, in line with organisational requirements to meet internal and external audit requirements;

- Be committed to their own personal development including, where appropriate, undertaking the required CPD to maintain professional status;
- Ensure that all premises at which you work are kept in a clean and tidy condition.

Key Objectives:

- Provide effective, efficient and welcoming customer service;
- Implement and follow systems and processes for the effective administration of the organisation;
- Provide an effective administration support service to the organisation ensuring a professional image is constantly portrayed to all customers;

Person Profile:

Qualifications

Administration / Customer Service at Level 2 progressing to Level 3

Knowledge, experience and skills

- Ability to work under pressure, take responsibility, use initiative and be proactive, incorporating adaptability and flexibility when required;
- Ability to prioritise workload, meet deadlines and pay close attention to detail with a high degree of accuracy;
- Excellent written and oral communication skills;
- Excellent organisational skills;
- Excellent literacy and numeracy skills;
- Excellent ICT skills, with knowledge, especially with *Microsoft Office*;
- Have a positive approach, with a can-do attitude;