

JOB DESCRIPTION
(To be read in conjunction with Person Specification)

Post title: Reception Administrator

Salary: Scale 7

Reports to: Executive Assistant

Responsible for: n/a

Organisational Expectations:

Our values underpin Inspire North and its Associated Companies and assist us in delivering our vision and purpose. You have a responsibility to adhere to and promote our values in everything you do in the work environment

Our aim is to provide a high quality service adhering to principles of best practice, promoting diversity and inclusion. All posts have two main functions: to carry out the duties as outlined and be proactive in continuously improving service delivery.

Outline of Post:

Based at our Head Office the post holder will provide high quality administrative support including minuting key meetings.

Acting as the first point of contact at our Head Office reception area the post holder will promote a first-class front of house corporate service and also ensure the smooth running of our facilities e.g. meeting rooms, equipment and promoting a first class front of house corporate service.

Main Tasks:

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1	Act as first point of contact for our organisation’s head office, maintaining the professional image of the organisation and using excellent communication skills to interact with service users, employees, visitors and other enquires whether by telephone, face-to-face, post or email.
2	Assist in the facilities management, including health & safety checks, dealing with issues raised including the maintenance of office equipment, servicing, repairs and ordering supplies.
3	Oversee head office meeting rooms and bookings ensuring rooms are set up correctly according to requirements and to maintain a tidy and inviting space.
4	To service meetings including minute taking, collation and distribution of meeting papers, coordinating attendance, etc.
5	To maintain administration and filing systems and Outlook calendars, where appropriate.

6	To circulate information effectively, and assist in preparing resources, displays and other materials including uploading documents to the website and intranet as directed.
7	To assist with data inputting, collation and evaluation of data. This includes identifying main themes and displaying in accessible reports.
8	Maintain spreadsheets databases e.g. contracts, office leases etc. and schedule reminders at key trigger points.
9	To assist in the coordination and development of events, diaries, meetings and projects etc. e.g. diary invites, booking venues, organising catering and meeting administration.
10	To provide administrative support including helping out at other bases, as directed by your line manager.
11	Administrate interviews on the day to ensure their smooth running.
12	To undertake the role of Fire Marshall
13	Adhere to and keep up-to-date with policies, guidelines, procedures and practices.
14	Participate in regular supervision, team meetings and other meetings as required.
15	Represent Inspire North in a knowledgeable and professional manner at all times.
16	Maintain appropriate professional boundaries at all times.
17	Identify own training and development needs in conjunction with your line manager and participate in training opportunities as directed.
18	Partake in Inspire North' Personal Development Review system.
19	Take reasonable care of your Health and Safety and that of any other person who may be affected by your acts or omissions at work. This includes identifying, and where possible, rectifying any risks throughout the front of house areas.
20	Demonstrate a strong commitment to the principles and practice of equality, diversity and inclusion.
21	Any other duties commensurate with the grade and level of responsibility of this post.
	The above duties are indicative of the current requirements of the post. You are expected to work flexibly in the interests of Inspire North and its Associated Companies, including undertaking any other reasonable duties as required at the initial place of work or at other locations from which Inspire North and its Associated Companies operates.
	Please note this job description is intended to provide a guide to the general duties and responsibilities of the role the post holder is expected to adopt a flexible approach to the tasks. It should not be regarded as a contractual document. It will be reviewed regularly and may be varied at the discretion of Inspire North and its Associated Companies.

PERSON SPECIFICATION

The person specification should be read in with the job description. It is used at the short listing and interview stage to decide how suitable each candidate is to take on the role. Inspire North does not necessarily expect that each candidate will fulfil all the criteria listed in the Desirable column but any 'gaps' could form areas for development in the future.

Approach	Essential [insert ✓ where appropriate]	Desirable [insert ✓ where appropriate]	Identified by: A = application form I = interview E – exercise
Demonstrate understanding and commitment to diversity and inclusion	✓		A, I
Demonstrate a commitment and enthusiasm for working with our service user group	✓		A, I
Able to build and maintain relationships whilst maintaining appropriate professional boundaries	✓		A, I
Demonstrate a willingness to participate in shaping the future of the organisation by taking on responsibilities and projects in addition to core workload	✓		A, I
Demonstrate a commitment to enabling and empowering clients to become actively involved in Inspire North and its Associated Companies	✓		A, I
Knowledge and Skills		Desirable	Identified by:
Excellent technical literacy of Microsoft Applications e.g. Word, Excel, Power point, Outlook, Access	✓		A, E
Good verbal and written communication skills, including accuracy and attention to detail	✓		A, I, E
Good interpersonal skills including listening and display empathy	✓		A, I
Excellent customer relations skills.	✓		A, I
Ability to maintain and respect confidentiality	✓		A, I
Knowledge of office systems and file management.	✓		A, I

Good organisational skills and the ability to manage multiple priorities and meet deadlines	✓		A, I, E
Ability to work autonomously within agreed parameters.	✓		A, I
Minute Taking	✓		A, I
Have access to a car for work purposes and hold a full current UK driving licence		✓	A
Language skills e.g. Urdu, BSL, etc.		✓	A
Experience	Essential	Desirable	
Previous administrative experience	✓		A, I
Previous experience of customer service	✓		A, I
Proven experience of office systems and file management.	✓		A, I
Experience in data collection, retrieval and reporting		✓	A
Experience of mental health either as a service user, carer, worker or volunteer.		✓	A