

Job Title	Administration Assistant / Receptionist
Name of Job Holder:	
Department/Location:	Yeldall Manor
Grade:	SP 21-24 dependent upon experience
Salary Range:	£25,657 - £27,933 (pro rata if applicable)
Reporting to:	Administration & Supporter Relations Manager
Responsible for:	N/A
Key Relationships:	Staff, residents, external bodies or supporters
Date last updated:	November 2024

MAIN PURPOSE OF JOB:

- To support the work of Yeldall Manor through providing administrative support to the Administration & Supporter Relations functions
- To take the lead in the Reception function at Yeldall Manor
- To assist in the support of residents at the Yeldall Manor Christian recovery centre as part of the staff team
- To ensure adherence to the agreed Vision, Mission and Values of the organisation, including ensuring that the Christian ethos and culture is developed and maintained

MAIN TASKS OF THE JOB:

Supporter Relations Admin: Assisting the Administration & Supporter Relations Manager to maximise support (prayer, finance, goodwill etc.) for Yeldall Manor through the development and maintenance of good relationships with the supporters of Yeldall’s work (individuals, churches and trust funds) including:

- Processing and recording cheque, cash, BACS, standing order and giving website donations
- Sending thank you letters
- Updating our CRM Donorfy database
- Processing and filing gift aid declarations
- Assisting in the preparation and mailing of the monthly prayer diary
- Assisting in the preparation of targeted mailings

- Being part of organising supporter events (e.g. Open Day, sponsored events, donor lunches & awareness days)

Reception/General Admin: Being the lead Receptionist, undertaking this role on at least two to three days per week and liaising with voluntary colleagues who are working on the other days

- Being the first point of contact for telephone callers, visitors and residents, welcoming and redirecting their queries/calls as appropriate
- Booking residents, keys and phones etc. in and out as necessary
- Keeping sign in lists up to date, including staff attendance, meals, fire safety, etc.
- Arranging lifts with volunteer drivers for residents' appointments, including doctor, dentist, DWP, etc.
- Recording residents' leave on the weekly spreadsheet
- Producing directional and office signs and other paperwork when necessary
- Assisting the wider staff team with other administrative tasks as applicable (e.g. group evaluations, copying, laminating, data entry)

OTHER DUTIES:

- To implement the programme for the benefit and well-being of all residents
- To offer a high level of care and support to all residents during their time at Yeldall Manor, maintaining appropriate professional conduct and boundaries at all times
- To ensure the Christian ethos and culture of Yeldall Manor is developed and maintained
- To promote Yeldall Manor with churches and professional agencies, speaking to church groups and presenting to professionals as required
- To support residents on the Yeldall programmes by interacting with them and encouraging them in their recovery and spiritual growth. To be willing to share your faith with residents and to pray for them if requested.
- To participate in the Christian life of the organisation including participation in and shared leadership of corporate time of Christian prayer/worship (e.g. staff prayer meetings, weekly Fellowship meetings, quarterly Celebrations, annual Open Day)
- To uphold at all times the Christian values and ethos of Yeldall in all dealings both internally and externally

- To ensure that Yeldall Diversity (Equal Opportunities) Policy is adhered to at all times in respect of both residents and co-workers
- To contribute to the overall running of the Yeldall Manor programme as required and as commensurate with your role
- To attend and participate in regular staff meetings, management supervision sessions, and in-house and external training courses as required
- Any other task, as directed, commensurate with the grade of the post

WORKING CONDITIONS & BENEFITS:

- This is a full-time permanent post, 40 hours per week (part-time employment e.g. four days a week could be considered for the right candidate)
- 25 days' annual leave per year (pro-rata), plus Bank Holidays, rising to 30 days after three years' continuous service
- Pension in line with government auto-enrolment legislation

PERSON SPECIFICATION

Job Title: Administration Assistant / Receptionist

QUALIFICATIONS & EXPERIENCE	ESSENTIAL	DESIRABLE
Experience of working in an administrative role	*	
KNOWLEDGE, SKILLS & ABILITIES	ESSENTIAL	DESIRABLE
Good communication skills, orally and in writing	*	
Proven competence in computer systems including Office 365 (Microsoft Word, Excel, Sharepoint, etc.) and willing to learn new programmes	*	
A high standard of written English and a proven ability to present written and verbal information clearly and accurately, to a standard appropriate for external use	*	
Ability to work within a team and independently	*	
Ability to plan and prioritise your own workload, managing multiple tasks and priorities	*	
Excellent attention to detail, with the ability to maintain information systems and keep accurate records	*	
Good problem-solving skills	*	
A willingness to undertake everyday tasks in support of the wider staff team and residents	*	
Ability to implement healthy boundaries	*	
An approachable, flexible and caring relational style, able to deal patiently and sensitively with service-users, staff, volunteers, visitors and external bodies	*	
Understanding of issues faced by those recovering from addiction		*
OTHER REQUIREMENTS	ESSENTIAL	DESIRABLE
Current driving licence (able to take residents to appointments / visit supporting churches etc.)		*
Demonstrated commitment to the Christian faith and able to support the Yeldall Basis of Faith, Ethos Statement and values	*	
A committed Christian faith with the ability to encourage others in their Christian walk	*	
Demonstrated commitment to upholding and promoting equal opportunities	*	