

# Job Description



Job title:	Receptionist/Administrator
Department:	Client Services
Reporting to:	Facilities and Administration Manager
Salary:	£28,531 per annum
Hours:	35 per week
Location:	Crisis Skylight Edinburgh: Cranston House 271 Canongate Edinburgh EH8 8BQ
Contract type:	9-month fixed term contract

## Core Purpose

- Client Services at Crisis seek to work alongside people experiencing homelessness to enable each individual to receive the support they need to end their homelessness.
- As an Administrator, you will ensure that the Skylight runs effectively and efficiently. You will create and deliver the right processes and support so your colleagues to have an effective and impactful role in supporting Crisis members to prevent and end their homelessness.
- The key to success will be your ability, to collaborate constructively and effectively as part of the Crisis team.

## Aim and influence

- Provide efficient and effective administrative and logistical support to the Crisis Skylight team ensuring that all systems and structures contribute to the delivery of high quality services and the smooth running of the office.
- Cover reception responsibilities as and when required, providing a safe and welcoming area for Skylight staff, clients, tenants, and volunteers, providing effective Information and Guidance (IAG).

## Financial and Supervisory responsibility

- Supervision of volunteers and offer ongoing guidance to assist their development
- With colleagues assist in the handling of petty cash, and purchasing procedures

### Other key details

- Some UK wide travel will be required for training and meetings including bank holidays and very occasional weekends
- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required
- Where the role is based within a Skylight delivering mainly outreach services (i.e. services not from our own building) then a greater element of travel will be expected and therefore you will need to access to your own transport.

### Job responsibilities

#### Customer Service and Administration

- If reception duties are required then to be the first point of contact for visitors, telephone and email enquiries.
- To give up to date and accurate IAG to both internal and external customers, ensuring knowledge of internal services and external organisations is kept up to date for signposting
- Enter data in an accurate and timely manner into the Crisis Member Achievement and Progression System (MAPS) and other internal systems to monitor client attendance, absenteeism, retention and progression and achievement
- Coordinate internal and external room bookings, preparing and restoring rooms for events and activities including hospitality, in line with agreed procedures
- Support colleagues in ordering of stock, stationary and learning materials and in the maintenance of stock control systems
- Where required, register learners with awarding bodies and assist with the coordination of exams, including invigilation and ordering examination materials
- Assist in promoting the centre and its activities by communication with external organisations regarding the Skylight activities including maintenance of Crisis website, posters, activity programme etc
- Complete orders of goods and services via appropriate means, including using Crisis' internal finance system eBis and use of credit card etc.

- Processing all deliveries, distributing or storing them as appropriate in line with agreed procedures
- Support colleagues to maintain all office documents and administration processes in line with Crisis Data Retention policy
- Support colleagues in the handling of petty cash and associated procedures
- Support Crisis Skylight staff with of travel arrangements, monitoring stock and issuing travel passes, booking of taxis, issuing letters to members and cancellation of sessions and appointments when necessary
- Minute all staff meetings and external meetings where required
- Restocking and updating of refreshments, materials, documents within weekly building checks
- Support the planning and delivery of events, including Christmas

#### Managing the Reception Area (where relevant to the Skylight)

- Provide a safe and welcoming reception for staff, clients, tenants and volunteers within Crisis' buildings
- Answer internal/external calls and route accordingly.
- Ensure that incoming post, including deliveries are sorted and internal procedures are followed. Ensure outgoing post is processed on allocated day.
- Manage the door entry system and ensure members and visitors are signed into the building

#### Supporting Crisis Members (where relevant to the Skylight)

- Complete dynamic risk assessments of the reception area when working with challenging members as and when required in order to keep reception area safe including de-escalation when needed
- Ensure all member documents are stored confidentially in a locked draw and handed to member when they present
- Support both current members and signing up new members assessing eligibility and housing situating in order to directing to appropriate area of service. Ensuring MAPS is updated with client contact and referrals as required
- Work with lead workers to share any relevant information concerning members

- Have a basic awareness of any local issues or trends impacting on members accessing Crisis services to support their needs
- Assessing members at reception upon presentation and take appropriate action as to whether it is safe for them or others to access the service at that time.

Where relevant to the Skylight service - contribution to the learning provision

- Use internal systems to monitor attendance, absenteeism, retention, progression and achievement.
- Assist in evaluating the success of learning programmes by compiling statistics using a variety of different sources, e.g. word processing, spreadsheets and databases.
- Support the verification process, liaise with awarding bodies including Internal and External Verifiers.
- Register learners with awarding bodies, assist with the coordination of exams and submission of coursework.
- Maintain all member files and administration processes to meet accreditation and examination procedures.
- To assist the learning team to achieve the quality and standards expected internally and externally.

**General responsibilities**

- Pro-actively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion
- Deliver services that are person-centred, sensitive and responsive to the diverse needs of Crisis Members

- Supervise, guide or direct Volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Flexibility to cover other roles of comparable level to maintain and adapt service delivery where required
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
- Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Understand and promote the importance of evidencing our impact in preventing and ending homelessness and evidence the barriers faced by members to directly inform our Policy and Campaigns strategies. Through the use of the Crisis Member Achievement and Progression System (MAPS) and case management standards/matrix
- To contribute directly to the delivery of an effective and impactful Crisis at Christmas. Which will include an expectation to work at times over Christmas public holidays in return for time of in lieu (TOIL).
- Carry out any other duties reasonably associated with your role

### Person Specification

#### Essential

1. Experience of providing administrative support including general office duties and maintaining accurate records
2. Experience of providing customer service, preferably including within a reception environment, with a commitment to deliver the highest standard of customer care
3. Excellent organisation and prioritisation skills with the ability to successfully manage a busy and diverse workload
4. Ability to use own initiative to contribute to the effective running of the service and to work flexibly as part of a team

5. Excellent verbal and written communication skills with the ability to work successfully with disadvantaged /or socially excluded groups and individuals
6. Knowledge of safeguarding and commitment to act in compliance with safeguarding policy and procedures
7. Commitment to Crisis' purpose and values
8. Commitment to equality, diversity and inclusion

**Desirable**

1. Hold, or willing to work towards an Information, Advice and Guidance (IAG) qualification
2. Experience of financial processes such as working within designated budgets and/or the management of petty cash
3. Experience of providing administrative support to education activities including working with awarding bodies and recording learner data