

APPLICATION PACK

JOB DESCRIPTION

PLEASE READ PAGE 1 OF THE GUIDANCE NOTES FOR MORE INFORMATION ABOUT THIS DOCUMENT

Job Title: Reception Administrator

Reporting to: Operations and Finance Manager

Location: Bristol

Main Purpose:

Reporting to the Operations and Finance Manager, the Reception Administrator will be part of the team responsible for providing a friendly and efficient reception service; triage process; and client support to provide a positive experience for St Pauls Advice Centre clients and staff. The Reception Administrator also delivers effective and responsive administrative support to maintain advice centre processes and to assist team members.

Responsibilities:

- Provide a welcoming, friendly and competent reception service to people using the advice centre, including clients, visitors and staff.
- Triage clients to determine both whether their enquiry is in scope and what approach the need by making an initial assessment of the nature and urgency of an enquiry.
- Supporting clients whose enquiry is out of scope by providing one-off information
- Assisting with paperwork and dealing with general enquiries.
- Monitor and control the number of people waiting in the reception area.
- Supporting clients to engage with external organisations where appropriate.
- Handle incoming telephone calls, transferring, or taking messages as appropriate and monitoring voicemail.
- Monitor and deal appropriately with email, social media or website enquires.
- Deal with requests from clients and staff for photocopying or scanning of documents.

**Responsibilities
(continued)**

- Enter client related data onto the case management system, Advice Pro, including statistical and case related information.
- Maintain office systems as required, including the office calendar and ordering stationary or equipment.
- Maintain notice boards, leaflets and other advice centre resources as required.
- Support team members with requests for help with administrative tasks.
- Work as a member of a team, give and receive support, and work considerately and co-operatively with other team members.

**Reporting & Line
management:**

- To engage in line management, supervision and annual performance appraisal with the Operations and Finance Manager.
- To attend appropriate internal and external meetings and events as required.
- To undertake relevant statutory and personal development training necessary to the achievement of agreed targets.
- Comply with the Centre's Equal Opportunities policy and work in an anti-discriminatory/non-judgemental manner.
- Work at all times within the advice center's policies and procedures.
- To carry out all such other duties appropriate to the post as required by the Centre Manager and Trustee Board.

**Salary, Working
hours & Benefits:**

- Salary: £12,072.69 to £15,090.86 actual (£26,409 full time equivalent – NJC Point 9)
- Working hours: 16 to 20 hours per week on Monday, Tuesday, Wednesday and Friday.
- Annual Leave: 30 days full time equivalent (pro rata)
- Extra 3 days annual leave between Xmas & New Year (pro rata)
- Pension Scheme: 5% employers contribution