

**Receptionist/Administrator - Job Description**

**Responsible to:**  Director of Operations

**Pay Rate:** £9.50 per hour

**Working Hours:** 12 hours a week split over 2 days, including one evening.

Potential for hours to increase

**Holiday Entitlement:** 29.5 days a year plus Bank Holidays (pro rata)

**Location** Kinergy, Mary Carpenter House, Kingswood Foundation Estate, Britannia Road, Bristol, BS15 8DB

**Probationary Period:** 6 months

**JOB SUMMARY:**

To be the first point of contact at Kinergy for clients and anyone contacting the charity, to manage the reception function and provide administrative support.

**Reception Duties:**

* To welcome clients and other visitors in person or on the telephone.
* Manage the telephone, answer phone and email systems, and deal with messages accordingly.
* To deal with referrals to the services Kinergy offers.

**Administrative Duties:**

* Receive incoming post and emails and distribute as appropriate.
* Dispatch outgoing post.
* To make up client files and keep all paperwork stocked up and up to date.

**Office Duties:**

* Photocopying/emailing/scanning
* Maintain stationery supplies and appropriate leaflets in reception area and counselling rooms
* Word-processing
* Database input
* Arranging recycling of office waste paper goods

**General Duties:**

* Work as an effective and cooperative member of Kinergy’s team
* Attend Team Meetings when required
* Take minutes of meetings and circulate to attendees
* Adhere to Kinergy’s policies and procedures
* Assist with AGM preparations
* Assist Managers as required
* Any other duties on behalf of Kinergy, which the Director of Operations can reasonably and lawfully expect

***Responsibilities may vary from time to time in line with any service delivery changes.***

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**Receptionist/Administrator - Person Specification**

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| **Essential Criteria** | **Desirable Criteria** |
| Experience* At least one year’s experience (paid or unpaid) of working in a reception role
* Experience of working in an office environment
* Ability to communicate clearly and sensitively, by phone and in person, with people from different backgrounds

Skills and Knowledge* A working knowledge of Microsoft Office and databases
* Excellent listening, written and verbal communication skills
* Excellent customer service skills and telephone manner
* Ability to work in a team and support other staff and volunteers
* Ability to work independently and use own initiative
* Ability to manage time effectively, to prioritise tasks and work to deadlines
* Ability to work accurately and methodically within defined systems
* Ability to liaise with external organisations
* Knowledge of and a commitment to health and safety, equal opportunities and confidentiality policies and procedures
 | * Experience of working in a community-based, client-centred or voluntary sector organisation.
* Experience or training in dealing with difficult situations.
* Knowledge of social media, PR and website design
* Knowledge of the impact of sexual abuse and assault on survivors
* Understanding of counselling and therapeutic spaces
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