

## Job Description

JOB TITLE: **Reception Administrator**

RESPONSIBLE TO: **LDU Team Manager**

PURPOSE OF JOB: Provide reception and general administration support to the Local Management Centre performing a variety of duties to ensure the smooth running of the function and providing a service to the community teams.

BAND: **Band 2**

DATE REVIEWED

REVIEWED BY:

### General values

The following values are a general background to the specific duties and responsibilities:

- Working to reduce crime and the fear of crime
- Delivering the best possible quality service
- Working to combat discrimination and disadvantage; promoting equality
- Respecting the confidentiality of information
- Ensuring public accountability

### Main Responsibilities:

- To receive and direct visitors to the building in a professional and courteous manner.
- Ensure appropriate Health & Safety signing in procedures are followed.
- Respond to and direct telephone calls in a professional and courteous manner
- To open, record and distribute incoming post and prepare outgoing mail following local procedures.
- Implement administrative systems that support operational business and maintain an efficient office regime.
- Maintain filing systems, including those of a confidential nature, in a timely manner to ensure all working files are up to date and prompt and efficient retrieval of information can be achieved.
- Collate local information as appropriate.
- Control, monitor and reconcile office petty cash on a daily basis.
- Oversee service user travel in accordance with BeNCH CRC financial instructions
- Process orders for office supplies
- Coordinate room bookings
- Support facilities management processes, including fire alarm testing, reporting of faults, point of contact for contractors and facilities management etc..
- Undertake First Aid and Fire Marshall training and act as the lead contact point for both for the office

**General Responsibilities:**

- You may be required to work in an alternative reception administration role from time to time in a different location.
- You will be required to participate in staff rotation.
- You will be required to cover unsocial hours where identified.
- Attend any training as and when required.
- Comply with any other reasonable request within the scope of the role and salary band

The post holder will at all times

- Undertake such other duties which may appropriately be delegated by the Service.
- Attend courses, working parties etc, where necessary, to facilitate personal development and greater effectiveness within the post
- Carry out his/her duties with regard to the organisation's policy on Equality and Diversity
- Use IT equipment and software as required
- Ensure that the Health & Safety standards required by the organisation are met in the workplace
- Adhere to the Code of Conduct Policy

**Key Performance Indicators (KPIs)**

- Reception Administration actions will be completed accurately and in a timely way and will satisfy all appropriate audit requirements
- Team members will be supported effectively.
- All records maintained accurately and completed within specified legal requirements where appropriate
- To work in accordance with all BeNCH CRC policies and procedures

## Person Specification – Reception Administrator

		<b>Essential</b>	<b>Desirable</b>
1.	Organised, able to follow processes and well organised	<b>X</b>	
2.	Good IT skills incl. proficient Excel use	<b>X</b>	
3.	Good interpersonal skills, friendly welcoming manner, able to put service users at their ease	<b>X</b>	
4.	Provide a pro-social model with Service Users incl. use of non discriminatory language and behaviours	<b>X</b>	
5.	Calm under pressure & resilient	<b>X</b>	
6.	Good team working skills	<b>X</b>	
7.	Ability to handle cash and work to financial instructions	<b>X</b>	
8.	Seeks to attain continuous improvement	<b>X</b>	
9.	Understanding of Health and safety in the workplace		<b>X</b>