**Job Description**

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| **Summary** |
| Job Title | Receptionist/Administrator |
| Department | Head Office |
| Location | Manchester, UK |
| Full-time/Part-time/Job Share | Full-time  |
| Reporting To | Chief of Staff |
| Direct Reports | None |
| Job Purpose | To oversee the reception area, acting as our first point of contact and providing general administrative support in a number of areas.  |
| **Duties & Responsibilities** |
| * Staff the reception desk, welcome all visitors to the office and oversee hospitality
* Answer incoming calls & ensure voicemails are handled appropriately and promptly
* Process all incoming email enquiries addressed to info@ (designated owner)
* Process incoming and outgoing mail according to agreed standards
* Oversee Head Office general maintenance and upkeep, including monitoring security, fixing breakages, maintaining tidiness, health and safety matters
* Resource Head Office with stationery, furniture, equipment, business cards etc., obtaining purchase approvals and ensuring supplies are sourced in a timely fashion from competitive sources
* Assist UK staff with a limited range of basic IT issues, e.g. password resets, installations, giving guidance, simple error fixing (as distinct to most IT issues which are dealt with by a dedicated IT support company)
* Assist with basic Office 365 administration – creating new accounts, maintaining distribution lists, granting permissions etc.
* Assist with on-boarding new staff – train in using Office 365, health and safety, computer security, ensure equipment is ordered in a timely manner
* Assist with fulfilling merchandise orders, including No More Slaves
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| **Person Specification** |
| **Experience & Qualifications** |
| * 2 years’ experience in a similar role
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| **Skills & Competencies** |
| * Professionalism
* Attention to detail
* Highly organised
* Discretion in dealing with confidential and sensitive information
* IT skills
* Flexibility
* Teamwork
* Problem-solving skills
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| **Review** |
| Date Completed | 29.01.18 |
| Version Number | 1.0 |
| Approved By | COS |