**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 |
| **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 |