**Role Profile**

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| **Overview** | |
| Role | Receptionist Administrator |
| Main Purpose | To ensure that all callers and visitors are received in an excellent and professional manner and that reception areas operate a high quality service at all times.  To provide general administrative support to the Head Office team. |
| Department | Operations |
| Location | Head Office, Manchester |
| Reporting To | Chief of Staff |
| **Main Duties** | |
| * Staff the reception desk, welcome all visitors to the office and oversee hospitality * Ensure front of house is presented and maintained to a high standard * 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 to agreed standards * Oversee HO general maintenance and upkeep, including monitoring security, fixing breakages, maintaining tidiness, overseeing health and safety matters * Resource HO with stationery, furniture, equipment, business cards etc., obtaining purchase approvals which source supplies from ethical, competitive sources * Assist with on-boarding new staff e.g. order any new equipment required, provide outline training on using Office 365, health and safety procedures etc. | |
| **Key Result Areas** | |
| * Creating a welcoming and professional Reception environment, as well as managing guest hospitality when required * Processing or redirection of all phone calls and enquiries promptly and efficiently * Provision of first class general administrative support * Ensuring Head Office staff received training on relevant administrative systems and processes * Maintaining clear communications in line with Hope for Justice’s tone, brand and values | |

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| **Soft Skills** | **Technical Skills** |
| * Strong work ethic * Organisation skills * Communication skills * Teamwork * Flexibility * Relationship management * Ability to work under pressure & time management * Creative problem solving * Decisiveness * Self confidence * Positive attitude | * Software proficiency * Administration * Written skills * Information security awareness |
| **Experience & Education** | |
| * Educated to A-level standard or higher, or equivalent qualification * Minimum 2 years’ experience in an Office Management, Secretarial or Administration role | |