**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.
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| **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
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| **Experience & Education** |
| * Educated to A-level standard or higher, or equivalent qualification
* Minimum 2 years’ experience in an Office Management, Secretarial or Administration role
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