

## JOB DESCRIPTION

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| **Job Title** | **Receptionist and Administrator** |
| **Department** | Administration |
| **Reporting to** | Finance and Administration Manager |
| **Hours per week** | 25 Hours Per Week |
| **Typical work pattern** | Mon-Fri between the hours of 0900 – 1700 hours  Occasional evening or weekend working for events |
| **Pay** | £19,119 full time  £12,918 pro rata £9.91 per hour |
| **Duration** | Permanent role subject to six month probationary period for external applicants |

**PURPOSE OF THE POST:**

* As receptionist, be the primary contact for everyone contacting Herefordshire Mind, including those experiencing emotional distress, therefore a warm, welcoming, caring and compassionate nature is essential.
* To support the Managers and other senior staff across Herefordshire Mind, over the range of reception, administrative, clerical and external liaison functions.
* To provide support and marketing assistance for Herefordshire Mind, including creation of marketing materials.

**KEY RESPONSIBILITIES:**

Reception

* To receive and respond to telephone calls as necessary, dealing directly with enquiries providing information about our services or ensuring that messages are passed to the appropriate person.
* To be the first point of contact for visitors to Heffernan House, always adopting a professional and welcoming manner.
* To monitor and action email enquiries via our ‘information@’ email or enquiries through our website

Administration

* To assist the Managers, and other senior staff across Herefordshire Mind with a wide range of administrative processes and functions.
* Maintaining, distributing and ordering stationery and office supplies.

Digital & Marketing

* To support the Business Support and Development Manager and rest of the Senior Management Team to maintain Herefordshire Mind’s social media presence across a range of platforms and from time to time update sections of our website
* To organise supplies, including fundraiser guides, collection tins/buckets, branded merchandise, marketing materials and sponsorship/Gift Aid forms for individual fundraisers and fundraising events.

Human Resources

* To assist the HR officer and hiring managers with the recruitment process including placing advertisements, arranging interviews, processing DBS applications, all pre-employment checks
* To provide training administration and support to all services
* To maintain our online training and personal database

Health and Safety

* To maintain the Health & Safety audit records for Heffernan House.
* To conduct Health & Safety checks at Heffernan House in accordance with procedures.
* To work in accordance with health and safety legislation ensuring you are aware of your personal responsibility for health and safety.

Other General

* To work within confidentiality and comply with our Data Protection policies
* To promote the organisation and its values and beliefs at all times to maintain its good reputation.
* To offer suggestions, advice and comments towards continuous improvement in a structured and constructive way.
* Flexible and adaptable - support to those who need our services is our top priority therefore, as we are a relatively small team at Herefordshire Mind, we expect everyone working with us from time to time may need to be flexible and adaptable in their approach to work. This might mean we require you occasionally to perform such reasonable additional or other duties to those specified in your Job Title or in this job description.

**PERSON SPECIFICATION**

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|  | ***ESSENTIAL*** | ***DESIRABLE*** |
| **EXPERIENCE** | * At least 12 months previous administrative experience in an office environment. | * Experience working in the voluntary sector. * Experience of people with mental health needs. |
| **QUALIFICATIONS** | * GCSE in English or equivalent | * NVQ Level 2 or equivalent in Business Administration * Social media certification (e.g. Google Digital Garage) |
| **SKILLS** | * Communication – good written and verbal English communication and interpersonal skills, including a professional telephone manner * Evidence of a caring, compassionate and empathetic nature * Planning and organising - demonstrable organisational and time management skills * IT Skills – experienced user of MS Office inc Outlook, Powerpoint, Excel, * Digital/Online Experience and Personnel Systems * Digital Marketing – confident user of social media especially facebook, Instagram and LinkedIn * Flexible and adaptable | * Exposure to safeguarding policies and procedures * Data protection – familiarity with data protection procedures * Understanding of Health and Safety policies and procedures * Experience with Sharepoint and Publisher also advantageous * Familiarity with graphic editing software e.g. Canva or Adobe Photoshop or equivalent desirable |
| **OTHER** | * The role is subject to a criminal records disclosure and barring services check |  |