

Job Description



Job Title: **Receptionist Administrator**

Responsible to: Administration Manager

Location: Head Office, Telford

Job Purpose

To provide a professional and welcoming reception to a wide range of visitors, in answering telephone calls and responding to email enquiries. To assist the Administration Manager to pursue the objectives of the business by establishing, maintaining and developing high quality word processing, IT data management and general office duties.

Key Objectives of the Business:

1. To provide assessment and residential care to a quality standard which meets best practice and National Minimum Standards and exceeds it wherever possible.
2. To operate to occupancy levels which ensure the ongoing viability of the business.
3. To operate as cost-effectively as possible while still achieving the quality objectives.

Key Accountabilities of the Post:

1. To establish, maintain, develop and progressively improve administrative, personnel and communication systems and procedures.
2. To ensure the efficient operation of all present and future office systems.
3. Additional duties and requirements associated with the post to be undertaken as and when they arise.

General Objectives and Principles of the Post:

1. To assist the Administration Manager in carrying out the aims and objectives of the organisation.

2. To maintain an efficient and effective level of general administration within the office.
3. To facilitate good communication with external and internal agencies.

Responsible for:

1. The maintenance of good quality standards within the organisation.
2. Ensuring efficient recording of information.
3. Maintaining an efficient and effective recording system and database.

Responsible to:

The Administration Manager

Specific Duties:

1. Typing as required for Directors, Area Managers, Care Managers and staff in respect of reports, reviews and letters with support to the Administration Manager.
2. Answering the telephone promptly in a professional manner recording and relaying messages accurately.
3. To record and manage all incoming and outgoing mail, ensuring sufficient funds are available on the franking machine, upkeep of consumables and service requirements. This task also includes maintenance of the postage record book.
4. To receive all visitors to the office and provide appropriate hospitality.
5. To maintain an up-to-date filing systems for correspondence ensuring that all files are treated with the utmost confidentiality. Files must not be disclosed to anyone unless with the prior approval of the Director or Administration Manager. Filing cabinets must be kept locked.
6. Ensuring that all office doors are locked and the alarm system activated on your departure.
7. Any other duties as may be deemed necessary to ensure the smooth running of the office.

Person Specification and Assessment Framework

Criteria for Selection	Essential or Desirable	Method of Assessment
Knowledge Skills and Aptitudes		
Ability to work as part of a team	E	Interview
Confidentiality	E	Interview
A good knowledge of Word and Excel	E	Test and application
Good written and verbal communication skills	E	Application, exercise and interview
Good organisational skills	E	Interview
Professional telephone manner	E	Interview
Flexible	E	Interview
Personal Qualities		
Enthusiastic and adaptable	E	Interview
Reliable and conscientious	E	Interview
Full health declaration	E	Application
Education, Training and Qualification		
GCSE level or equivalent Maths and English	E	Application
Shorthand	D	Application
Experience		
All round administrative experience		Application, Interview