**Mobile Receptionist**

**REceptiM**

## **Reports to**

Community Advancement Manager

## **Job Overview**

To provide an efficient, flexible and responsive reception, administrative and clerical service to the Children’s Centres. To welcome children, families, professionals and all other visitors in a sensitive, respectful and appropriate manner ensuring safeguarding and security procedures are followed.

**Responsibilities and Duties**

* To act as a reception point for telephone and personal callers, messages and dealing efficiently and courteously with enquiries
* To operate the visitor recording system and effectively manage appointment systems for staff and multi-agencies using the service
* To support with promoting services through telephone calls and social media posts.
* To ensure that all areas including reception are tidy, safe and welcoming
* To process incoming and outgoing mail and to distribute as required
* To undertake administrative duties connected to meetings
* To work with the Deputy Children’s Centre Manager in implementing and maintaining the office and data administrative systems, ensuring efficient systems that are accessible to all staff
* Delegated responsibility for the monitoring of the Children’s Centre stationery, preparing purchase orders for new stationery, resources and equipment
* To provide administrative support to the Children’s Centre, this will include, but is not limited to, word processing, data inputting and producing project literature, creating and maintaining databases and photocopying.
* To work in different Children Centres/Nurseries as necessary within the service area to provide full receptionist cover for the area
* To ensure the upkeep of the Children’s Centres and where appropriate centre’s information notice boards and the replacement of information leaflets
* To support the Data Manager with data input as required using the bespoke software packages
* Delegated responsibility to ensure that all Children’s Centre management information is inputted within scheduled deadlines
* Delegated Supervisory responsibility of students and volunteers on placement
* To support the learning and development of others through shadowing and mentoring activities

**General Responsibilities**

* All staff must comply with Halifax Opportunities Trust policies and procedures including Health & Safety, Safeguarding, equal opportunities, confidentiality and Data protection
* Take responsibility for own personal and professional development, in line with agreed annual performance objectives
* To undertake any other tasks and duties that may be reasonably requested by management

#### Establish and develop collaborative relationships within and across the organisation

#### Establish and develop collaborative partnerships outside the organisation that support Halifax Opportunities Trust brands, images and values

#### Attend training days and other training as required

#### Work flexibly to meet the needs of the Service, including, evenings and weekends

#### Maintain up to date knowledge regarding legislation

The responsibilities reflect the core activities of the role and are not intended to be exhaustive. Other activities or duties may be required, or changes in emphasis needed, from time to time to meet the needs of the organisation and it is expected that the role-holder will adopt a flexible approach in this respect. All roles and responsibilities are regularly reviewed and revised where necessary to ensure that organisation needs continue to be addressed.