## **Receptionist**

## **Reports To**

Business Services Manager

## **Job Overview**

To provide an efficient, flexible and responsive reception, administrative and clerical service to the Centre. 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**

* Delegated Supervisory responsibility of students and volunteers on placement
* To support the learning and development of others through shadowing and mentoring activities
* To welcome all visitors to the Centre, and to deal with those visitors in a sensitive, respectful and appropriate manner ensuring safeguarding and security procedures are followed
* 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 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 Business Services 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 Centre’s stationery, preparing purchase orders for new stationery, resources and equipment
* To provide administrative support to the Centre, this will include, but is not limited to, word processing, data inputting and producing publicity material, creating and maintaining databases and photocopying.
* To understand Health & Safety issues, and to act appropriately should areas of concern arise, in line with the Halifax Opportunities Health & Safety policy and procedures
* To take payment of fees completing receipts and recording accurately when required
* Delegated authority in administrating petty cash, ensuring monies are adequately receipted and to ensure that the level of petty cash held is correctly controlled
* Maintain relationships within and across the organization
* Maintain collaborative partnerships outside the organization that support Halifax Opportunities Trust brands, images and values
* To ensure the upkeep of the Centre and where appropriate center’s information notice boards, displays and the replacement of information leaflets
* Delegated responsibility for building and contents security
* Designated key holder responsibilities
* Access to confidential data and information
* Maintaining records of work
* Support with the up keep of asset registers

## **General Responsibilities**

* Take responsibility for own personal and professional development, in line with agreed annual performance objectives
* Adopt a creative and innovative approach towards practice by being open to opportunities for improvements, and encouraging staff to make suggestions
* Attend and complete actions from regular Supervision sessions with line manager
* Attend regular staff meetings, 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
* 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