

# JOB VACANCY

## Job description

### Job Title

Receptionist/Administrative Assistant

### Department

Admin and Finance

### Salary

£9.65 per hour

### Reports to

- Finance and Administration Manager

### Responsible for

- N/A

### Role Purpose

To act as the first point of contact for visitors and callers to the Burton Street Foundation and to undertake a range of other administrative tasks as identified by the Finance and Administration Manager.

## Role Specific Responsibilities

- General reception duties – Greet and welcome visitors to the Burton Street Foundation. Answer the telephone and deal with queries. Deal with face to face enquiries. Maintain the visitor's book and staff movement sheets. Direct visitors to locations around the site. Monitor and ensure that the reception area is kept tidy and projects a business like image.
- Assist with the operation of organisational software packages such as the booking system and client database etc.
- Process and distribute incoming and outgoing mail. Check and sign for deliveries. Deliveries may include valuable items that will require you to follow procedures and ensure security of valuables.
- In the event of a fire and/or any other emergency requiring staff to leave the building, to be responsible for ensuring that the visitors book and staff movement sheets are removed from Reception and taken outside to the meeting point.
- Monitor and order stationary, cleaning supplies and other items as necessary.
- Provide administrative and general support to the Administration, Finance and LD teams, as required.
- Take bookings for room hire, equipment, refreshments and liaise with relevant staff.
- Record details of hospitality/function requests, and liaise with catering team as necessary.

## General Responsibilities

- Provide a consistent, friendly and professional reception service
- Contribute ideas and suggestions to enhance the Reception and Administration service delivery and customer experience
- Contribute and support the future development of the Reception and Administration services and functions

## Other responsibilities

- Provide cover for colleagues as required
- Be flexible in your approach to work
- The above list is not exhaustive and, as such, it is expected that the post holder will be responsible for related issues commensurate to the level of the role