

<b>Job title</b>	Administrator/Receptionist
<b>Responsible to</b>	The Central Services Manager
<b>Geographical Reach</b>	North Kent
<b>Base</b>	Dartford
<b>Hours</b>	15 hours per week
<b>Salary</b>	£9,846.08 pa
<b>Contract</b>	Permanent

## **JOB DESCRIPTION – Administrator/Receptionist**

### **Purpose of the Post**

This post is to ensure clients visiting or calling our offices receive a warm and professional welcome and that administrative systems are maintained.

### **Structure of the Post**

The Receptionist will be supervised and managed by the Central Services Manager and be accountable to the Board of Trustees of North Kent Mind.

The post will be based in the North Kent Mind Office at 20 West Hill Dartford, but some travel to other North Kent Mind sites or to external meetings may be required, for which travel expenses are payable. It is a condition of employment that the postholder is prepared, whenever applicable, to travel to and work at any of our premises within reasonable travelling distance on a temporary or permanent basis. This mobility is essential to the smooth running of our business.

This post is for 2 days (15 hours) per week 9am – 5pm. Whilst the working days will be agreed in advance, flexibility will be required to provide cover for annual leave, sickness or absence etc.

### **A: DUTIES OF THE POST: GENERAL**

These duties apply to all North Kent Mind Staff, whichever service they work for.

1. To work within a framework which:
  - Abides by all the policies of North Kent Mind, including Equal Opportunities, Confidentiality and Health and Safety.
  - Promotes Social Inclusion, Empowerment, Well-being and the Recovery Model
  - Respects, encourages and builds on individual clients' coping strategies, skills and autonomy.

- Maintains good liaison with any other outside agencies as is necessary.
  - Promotes good joint working, links and cross-referral with North Kent Mind colleagues
2. To participate in supervision and appraisal
  3. To attend Staff Meetings and service team meetings.
  4. To attend training/meetings and some annual events as required
  5. To undertake any other duties which the CEO or Board of Trustees may, from time to time, reasonably delegate or assign.

#### **B: DUTIES OF THE POST: SPECIFIC**

1. Greeting and attending to all callers to the Almshouses either in person or on the phone.
2. Taking phone messages for staff and volunteers working with the organisation.
3. Ensuring all callers receive a warm and professional welcome and are treated with respect.
4. Taking clients details to refer them into our services.
5. Carrying out routine office Health & Safety process as required.
6. Dealing with enquiries from external and internal referrers.
7. Answering and dealing with emails on the admin email account
8. Keeping the room booking system up to date and booking rooms for colleagues
7. Keeping the Reception area tidy and welcoming.
8. Circulation of leaflets and information by email and post as required.
9. Ensuring office refreshments and supplies are maintained.
10. Preparing information packs, invitations to events and compiling attendance lists.
11. Ordering stationery for the organisation.
12. Liaising with colleagues to ensure the smooth running of the organisation.

**PERSON SPECIFICATION**

<b>Experience, Skills, Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Experience of providing administrative support in an office environment	✓	
Ability to prioritise tasks and manage time efficiently	✓	
Good knowledge of Microsoft office especially excel	✓	
Ability to develop positive and professional working relationships with staff, volunteers, clients and external Organisations	✓	
An understanding of the importance of confidentiality and an ability to respect this at all times	✓	
Clear professional boundaries	✓	
Good written English and communication skills	✓	
Excellent organisation and administrative skills	✓	
Pro active and flexible approach to problem solving	✓	
An ability to prioritise workloads	✓	
Warm and professional manner both in person and on the telephone	✓	
Excellent communication skills	✓	
Ability to work within a team	✓	
An understanding of equal opportunities	✓	
Able to work on own initiative	✓	
A good knowledge of the services provided by North Kent Mind		✓
Flexibility around working hours	✓	

