



## **Manor & Castle Development Trust Ltd**

### **Job Description**

<b>Job Title:</b>	Administrative receptionist
<b>Responsible to:</b>	Employment Support Project Manager
<b>Hours:</b>	37 hours per week
<b>Salary:</b>	£15796.04 per annum (£8.21 per hour)

**The post holder must at all times carry out his/her responsibilities within the spirit of MCDT's Policies and Procedures, in particular MCDT's Policies on Equal Opportunities and Health and Safety.**

### **Purpose of Job**

To be the first point of contact and to meet and greet all customers and visitors. To maintain a positive and professional manner when dealing with all enquiries and situations. To provide high quality support to the employment and advocacy teams, through clerical, data input functions and reception duties.

### **Responsibilities**

1. Greet clients and visitors with a positive, helpful attitude.
2. To maintain a consistent, professional dress and manner.
3. Helping maintain workplace security by issuing, checking and collecting badges as necessary and maintaining visitor logs
4. Dealing with a variety of administrative tasks including copying, faxing, taking notes and typing and circulating meeting minutes and customer correspondence.
5. To undertake typing, photocopying, laminating and mailing, to include mail merge for all team members
6. Preparing meeting and training rooms, assist in registering trainees to participate in training.
7. Answering, forwarding and screening phone calls in a professional manner and routing calls as necessary
8. Sorting and distributing mail

9. To assist colleagues in inputting customer data on relevant MI systems
10. To collate staff attendance records for management and HR purposes.
11. To maintain filing systems
12. Providing excellent customer service.
13. To contribute quality kite mark assessment and planning process
14. To accept and signpost referrals for services
15. Refreshing and maintaining notice boards in reception area
16. Scheduling appointments for customers and training participants
17. To assist colleagues with training forums and events
18. To work from various locations within MCDT and to carry out any other duties requested by the Project Manager
19. Undertake any other duties requested by the Project Manager

## PERSON SPECIFICATION

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Excellent organisational skills	•	
To have a high standard of English, both written and verbal	•	
Ability to communicate effectively both verbally and in writing, with a range of people and organisations	•	
Ability to manage and prioritise own workload including meeting deadlines	•	
Ability to cope with fluctuating priorities and to have a flexible approach	•	
Ability to work well under pressure	•	
To be computer literate with a good understanding of spreadsheets and databases	•	
Knowledge and understanding of confidentiality	•	
Enthusiastic and flexible approach including working some evenings and weekends	•	
Ability to work on own initiative and as part of a team	•	
<b>Experience / Knowledge</b>		
Experience of working in a busy establishment	•	
Knowledge of the local area and the services available citywide		•
An understanding of what enables people to engage and participate	•	
An understanding of partnership working within a multi disciplinary environment	•	
A knowledge and commitment to work towards the Trusts aims and objectives	•	
<b>Personal Qualities</b>		
A good sense of humour		•
Willingness to undergo training for professional development	•	
An understanding of both equal opportunities and social inclusion	•	
Non-judgemental, empathic approach with people	•	