



## **JOB DESCRIPTION**

**Job title:** Administrative Assistant / Receptionist

**Service:** Bradford Perinatal and Therapeutic Service

**Salary:** Grade 1 Point 6

**Hours:** 37 hours per week

**Location:** Bradford

**Responsible to:** Senior Administrator

### **Summary of job:**

As an Administrative Assistant, you will be the first point of contact for our children and family services working from Kenburgh House Bradford. You will positively greet and welcome visitors, coordinate front-office activities and provide clerical support.

You will politely answer, screen and forward incoming calls, undertake a variety of administrative tasks to the highest quality standards and ensure that office health and safety protocols are maintained at all times.

### **Key tasks and responsibilities:**

1. Provide an efficient, welcome and presentable reception service. Greet and welcome visitors and callers directing them to the most appropriate service or person.
2. Maintain and input appointments and room bookings for clients, staff and volunteers. Update calendars and schedule meetings, for services delivered both on and off-site.
3. Liaise with tradespeople to maintain resources, equipment and matters regarding the safety of the building.
4. Answer and forward incoming calls. Take initiative to screen, signpost or re-direct to the most appropriate service or person.
5. Perform clerical duties, such as; filing and archiving, photocopying and printing, incoming and outgoing mail distribution, ordering office supplies and maintaining a stock inventory.
6. Help volunteers with administrative functions.
7. Input referral information and data onto a case management system with accuracy.
8. Process correspondence and other documents, such as minutes of meetings, in a timely and accurately presented manner.

9. Support the Snr Administrator with booking keeping, budgeting and finance procedures.
10. Maintain office security by following safety procedures. Undertake and record regular alarm tests, monitor sign in book, visitor badges and undertake buildings key holder responsibilities when appropriate.
11. Promote a positive image of Family Action, assisting the team in developing promotional materials and supporting awareness of the organisation and its services through publicity events as required.
12. Participate in supervision arrangements and team meetings as negotiated and agreed with the project manager.
13. Adhere to Family Actions confidentiality policy and ensure that confidentiality and professional boundaries are maintained at all times.
14. Ensure you have an understanding (appropriate to your role), of and comply with, Family Action's procedures for promoting and safeguarding the welfare of children and vulnerable adults.
15. Embrace and implement Family Action's Equality & Diversity Policy in every aspect of your work and positively promote its principles amongst colleagues, service users and other members of the community.
16. Comply with Family Action's Health and Safety and Data Protection policies and protect your own and others' health, safety and welfare.
17. Work flexibly as may be required by the needs of the service and carry out any other reasonable duties as required.
18. To be able to evidence Family Action's values at all times, which underpin Family Action's mission of 'building stronger families' by:
  - a) Being people focused
  - b) Reflecting a 'can do' approach
  - c) Striving for excellence in everything we do
  - d) Having mutual respect for everyone we work with, work for and support through our service

## PERSON SPECIFICATION

Requirements		Essential	Desirable
<b>Education, Qualifications &amp; Background</b>			
1.	Educated to NVQ Level 2 or equivalent.	✓	
2.	Qualified in Business, Administration or Finance.		✓
<b>Experience</b>			
3.	Proven work experience as Receptionist, Front Office Representative or similar role.	✓	
4.	Experience of working with an appointment or booking system.	✓	
5.	Experience of inputting data or information into a case management system.		✓
<b>Knowledge &amp; Skills</b>			
5.	Strong interpersonal and communication skills.	✓	
6.	Excellent organisational skills and aptitude for multitasking, time-management and prioritisation.	✓	
7.	Proficient in Microsoft Office, including Word, Excel and Power Point.	✓	
8.	Excellent levels of literacy and numeracy skills.	✓	
9.	Ability to be resourceful, proactive and be solution-focussed when needed.	✓	
10.	Understanding of working with and processing confidential or sensitive information.	✓	
11.	Ability to speak a second language.		✓
<b>Values</b>			
12.	Able to evidence Family Action's values at all times, which underpin our mission of 'building stronger families' by: <ul style="list-style-type: none"> <li>a) Being <b>people</b> focused</li> <li>b) Reflecting a '<b>can do</b>' approach</li> <li>c) Striving for <b>excellence</b> in everything we do</li> <li>d) Having <b>mutual respect</b> for everyone we work with, work for and support through our services</li> </ul>	✓	
13.	Be committed to equal opportunities and uphold and comply with Family Action's Equality & Diversity policy in all aspects of your work, promoting its principles amongst colleagues, service users and other members of the community.	✓	
<b>In addition</b>			
14.	Willing to work flexibly as required with an expectation of some occasional out of hours work and travel.	✓	