



## **Job Description**

**Job title:** Reception Administrator  
**Responsible to:** Business Support Manager  
**Department:** Business Support  
**Salary:** £16,697  
**Hours:** 38 a week

## **Place of Work**

To be located at the Trust Head Office. Occasionally may be required to attend meetings or training in York or the Yorkshire area.

## **Purpose of the job**

To work as part of the business support team, whilst having specific functions of your own role the expectations are that the team will support each other and coordinate and collaborate work across the department to achieve business support objectives.

Welcome visitors by greeting in person, telephone, email enquiry or other media, answer and refer appropriately and handle the flow of people through the organisation. Provide administrative and events support to the organisation through the support of the other departments and volunteer work force. To maintain a smart professional appearance for the organisation and maintain a tidy and secure work place.

## **Main Duties**

### **Reception**

- Direct people appropriately
- Maintain employee and department directories
- Maintain initial security through procedures, monitoring log book and issuing of badges
- Monitor car park and refer to facilities management where necessary
- Maintain evening security with either staff on site or cleaning or alarm
- Fire Alarm testing and Warden duties
- Ensure a good standard of kitchen housekeeping throughout the building
- Post / Stationary & ordering, budget control

## **LLZ & Room Bookings (administration)**

- Organise and create sessions with tutors for the baking, music, safari and sensory course. (Change to others as required). Liaise with web administrator to publish events.
- Take bookings for public and staff events, maintain the electronic calendar and the organisation of the events, (catering, layout and general daily organisation and clearance)
- Liaise with Finance on any new customer changes

## **Administration**

- Distribute Board reports for the CEO once a quarter in a timely and accurate manner
- Produce minutes or other documents as required by the organisation

## **Volunteers**

- Recruit and manage volunteers for fundraising and reception working with the fundraising manager to maintain sufficient numbers.
- Ensure your volunteer community in this area is communicated and engaged to support the activities of the Business support area.
- Design and deliver small fundraising activities with the volunteer community involvement

## **Additional Responsibilities**

- Proactively work as part of the Business support team supporting colleagues with different parts of their work
- Keep up to date with mandatory training and professional development.
- Actively participating in the appraisal and SDS process.
- Comply with Wilberforce policies and procedures
- Maintain the strictest levels of confidentiality at all times following both legal and organisational requirements.
- Communicate, collaborate and work effectively with colleagues to meet the objectives of both the service and The Wilberforce Trust requirements.
- Travel when required to carry out the above duties

## **Key Skills**

- Proactive and hands on approach
- Excellent telephone and interpersonal skills
- Excellent organisational, time management and problem solving skills
- Be an excellent communicator, working across the differing departments of the organisation
- Understanding of the goals and aspirations of the Charity
- Working with Word, Excel and other administration packages

- General Administration and interpersonal team working
- Flexible and reliability to work as part of a team or alone.
- Inspire others to deliver the goals of the organisation.
- Ability to work well in a busy working environment

### **Qualifications**

Be able to demonstrate educational or experience and learning in appropriate subjects to support the role preferably minimal of an NVQ.

### **Relevant Experience**

- 3 years minimum experience in the subject area
- Knowledge of the charity sector
- Voluntary sector experience

**Please note that this job description is not an exhaustive list of duties and that the individual may be asked to undertake extra responsibilities as directed but within the individual's sphere of responsibility and competence in order to meet the changing needs of the service.**

**This job description forms the broad framework within which the post holder will undertake their duties and will be subject to regular review and possible amendments. It does not form part of the contract.**