

Receptionist

Reference: B6

Salary: £12,921 - £13,826

Location: Bradford

Reporting to: Head of Service, Administration and Facilities

Hours: 37 hours or part thereof (occasional evenings or Saturday mornings)

Role Guide

Relating to your role

Greets and welcomes all visitors and callers to the service

Ensures that everyone visiting / telephoning The Carers' Resource is given a positive response and referred to appropriate personnel

Deals with the enquiries sensitively and acts accordingly

Assists with project work undertaken by the administration function (e.g. sale and distribution of Christmas cards)

Assists with the production of publicity/marketing materials and the administration of appropriate systems to manage this activity

Provides a high standard of administration support

Assists with the upkeep and smooth running of the Bradford Office, ensuring neatness and orderliness throughout.

Uses office systems (e.g.: photocopier, telephones, fax, computers)

Assists with internal communications (e.g. circulating documents, ensuring messages are conveyed and dealt with)

Monitoring supplies (e.g. stamps, stationery)

Assisting with organising meetings, events and activities at the Bradford Office as appropriate including making refreshments

Working with others

Demonstrates effective team working skills, participates in team meetings and training.

Interacts well with other departments

Displays self confidence and initiative

Makes a positive contribution to The Carers' Resource, is willing to function as a member of a small team and proactively assist in the development of the organisation.

Accepts and learns from feedback

Encourages and supports all volunteers and supervises identified volunteers.

Understanding the organisation

Assists with the analysis of trends and recommendations for service improvement

Acts as ambassador for The Carers' Resource, protecting and promoting its good name and reputation at all times

Maintains confidentiality over personal information relating to individuals

Acts confidently on behalf of the department

Works within all the policies and practices of The Carers' Resource, follows health and safety procedures

Contributes to The Carers' Resource development

Participates, as a representative of The Carers' Resource, in multi-agency meetings, voluntary fora and other events, feeding back appropriately to your line manager and the team.

Assists with the analysis of trends and recommendations for service improvement

Developing personally

Takes responsibility, in consultation with your line manager, for personal development and progression, participating in performance reviews.

Undertakes any training deemed necessary by your line manager

Keeps up-to-date about services, benefits and organisations available to carers.

Good timekeeper and good attendance

Person Specification

	Essential	Desirable
Experience		
Experience in an administration and reception roles	✓	
An understanding of carers' needs and awareness of current issues affecting carers		✓
Skills and abilities		
Ability to be flexible, manage conflicting demands and be innovative in problem solving	✓	
Friendly, approachable and reassuring manner	✓	
Skilled communicator with the ability to communicate well with people from all walks of life and to work with staff at all levels	✓	
Organisational abilities, an ordered systematic approach to work and an eye for detail, reliable and accurate	✓	
Ability and commitment to work as part of an extended team	✓	
Ability to work on own initiative and solve day-to-day problems, as well as contributing to a small team	✓	
Ability to maintain appropriate confidentiality	✓	
Need to be self motivated, to organise time effectively, to manage workload, to prioritise tasks and to work to agreed targets	✓	
Knowledge		
Evidence of a good general education	✓	
You must be able to demonstrate a high standard of keyboard skills and sound knowledge of Microsoft office packages including Word, Access and Excel	✓	
Experience or knowledge of the role played by statutory, private and voluntary sectors and the way they operate and of community care issues		✓
Other requirements		
An understanding of the need for confidentiality, sensitivity and a non judgemental attitude	✓	
Own transport and clean, current driving licence.	✓	