

JOB DESCRIPTION

Job title	Central Services Receptionist & Administration Officer
Sector/Function	Central Support
Department	Corporate Governance
Reports to	Office Manager
Grade	2

Job purpose	To deliver professional reception services with a focus on providing excellent customer service to visitors and employees and to provide administrative support to the department.
	Key responsibilities
Customer Reception Services:	<ul style="list-style-type: none"> ✚ Delivering a positive customer experience for people visiting the office that is in keeping with the vision and values of Turning Point and conveying the professional reputation of one of the leading national health and social care organisations ✚ Providing an efficient, professional and responsive reception and telephone service to internal and external customers working in conjunction peers to collaborate and provide a seamless service ✚ Greeting and assisting visitors including TP Staff, Clients, Contractors etc ✚ Responding to customer queries in a timely manner, answering them where possible and referring to appropriate person where necessary ✚ Ensuring that confidentiality as required under Data Protection is strictly maintained reporting any perceived breaches to the line manager ✚ Communicating with external customers as required ensuring that a professional image of Turning Point is maintained at all times ✚ Working effectively and flexibly as part of the team assisting others and sharing knowledge openly and willingly ✚ Maintaining good housekeeping standards within own work area and keeping the Reception and Meeting Rooms tidy, clear and presentable at all times in keeping with the vision and values of Turning Point
Administration Services:	<ul style="list-style-type: none"> ✚ Responsible for providing basic administration support including but not limited to:- <ul style="list-style-type: none"> ○ Travel & Accommodation arrangements ○ Meeting Invites and Calenders ○ Printing documents ○ Typing letters ○ Booking couriers ✚ Operating the petty cash and maintaining accurate records ✚ Managing the info@ e-mail ✚ Responding to general queries and directing people to those that can best assist where appropriate ✚ Maintaining all files in an orderly and up to date manner meeting Turning Point's internal standards and external regulatory requirements where applicable

Office Services:	<ul style="list-style-type: none"> ✚ Responsible for supporting the Office Manager to deliver a professional and efficient office experience for employees working from or visiting the London and Manchester head offices in keeping with the vision and values of Turning Point and conveying the professional reputation of one of the leading health and social care organisations ✚ Responsible for all aspects of post including franking machines, postal collections, and distribution of incoming post ✚ Responsible for the ordering and maintaining of stationery supplies ✚ Responsible for managing an efficient Meeting Room system ✚ Responsible for refreshments and catering
Office Cover:	<ul style="list-style-type: none"> ✚ Working collaboratively with Personal Assistants and Administrators at the London and Manchester head offices to build the good relations needed to foster mutual support across departments as required
Own Development	<p>To continuously review own performance and development needs to assist growth and development by:</p> <ul style="list-style-type: none"> ✚ Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the competency framework. ✚ Participating in training and other development opportunities as agreed within the Performance Management process
Compliance	<p>To ensure compliance with internal and external standards and codes of conduct by:</p> <ul style="list-style-type: none"> ✚ Meeting all regulatory requirements ✚ Complying with Turning Point's Code of Conduct, policies and procedures

Dimensions	Direct reports	None
	Total staff overseen	None
	Internal contacts	Central departments based at head offices Risk & Assurance Department Property Department Procurement Department Turning Point health & social care services
	External contacts	Providers of services on contract to the office inc. office cleaners, window cleaners. waste disposal companies, property maintenance and compliance services provider etc Trades people as required
	Planning outlook	6 months
	Problems solved	Customer and employee matters relevant to the delivery of professional reception services
	Financial authority	None

PERSON SPECIFICATION

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Personal effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ✚ Positive can do attitude ✚ Natural ability to work collaboratively with other departments in order to promote & maintain effective working relationships for mutual benefit ✚ Good communication skills; adaptable style to meet the needs of different audiences. ✚ Good literacy and numeracy skills. ✚ Good IT and organisational skills ✚ Ability to draw upon personal and professional skills to deliver positive outcomes ✚ Good personal organisation ✚ Good attention to detail ✚ Ability to work independently and manage own time and priorities 	

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> ✚ Telephone answering skills ✚ Customer service 	

Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> ✚ Experience in a reception role where customer service is paramount ✚ Experience of general administration ✚ Experience of Microsoft Outlook, Word and Excel 	

Other requirements	Essential	Desirable
	<ul style="list-style-type: none"> ✚ A good team player with a sense of collective endeavour ✚ Highly motivated 	