**JOB DESCRIPTION**

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| **Job title** | Receptionist/Administrator |
| **Sector/Function** | Central Support |
| **Department** | Corporate Governance |
| **Reports to** | Office & Environmental Manager |
| **Grade** | 2 |
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| **Job purpose** | To deliver professional reception services with a focus on providing an excellent level of customer care and administration support and hosting a hybrid working office environment for visitors and employees. |
|  | **Key responsibilities** |
| **Customer Reception Services:** | * Deliver a positive customer experience for people visiting the office that befits the image of Turning Point and conveys its professional reputation.
* Deliver a client and colleague hosted environment that includes greeting and assisting visitors including hosting business and social events.
* Provide an efficient, professional and responsive in-person office reception and switchboard service to the stakeholders of the business.
* Work effectively and flexibly as part of the team assisting others and sharing knowledge openly and willingly.
* Maintain good housekeeping standards within own work area and keeping the Reception, Meeting Rooms and general office tidy, clear and presentable at all times.
* Responsible for operating a smooth and efficient meeting, focus and collaboration space room booking system for the Central Services
* Responsible for the management of the office and building security card access system.
* Organise and maintain computer records and files.
* Assist with H&S management and facilities maintenance.
* Responsible for all aspects of post, couriers, stationery and office refreshments.
* Act as Fire Warden and First Aider.
* Support the Office & Environmental Manager to deliver a professional and efficient office space experience for employees and external parties working from or visiting Central Service offices.
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| **Administration Support Services:** | * Build productive and cooperative working relationships to support the delivery of positive outcomes.
* Work effectively across role boundaries & display a positive and enthusiastic approach to overcome challenges & achieve desired outcomes.
* Display active listening and questioning skills when communicating verbally to ensure clarity of understanding.
* Effectively use a range of communication tools and techniques to motivate all stakeholders to embrace change and willingly adopt new approaches, choosing appropriate style and language that is sensitive to the impact of change on others.
* Build a structured approach with focus on improving administrative process and procedure that will support the management team to increase the efficacy of everyday activity.
* Support key administrative activity for other departments as required.
* Recognise and identify opportunities for improvement and seek ways to develop them by actively suggesting new ways of working and solutions to challenges.
* Assist in the planning and implementation of solutions to issues and challenges.
* Actively anticipate changing needs, communicating and planning accordingly.
* Interpret business operational information to inform procedural change.
* Anticipate & act to resolve issues that may result in poor outcomes, taking corrective action when necessary.
* Remain resilient when faced with setbacks.
* Be flexible and adaptable, acting positively to feedback received and acknowledging contributions from others.
* Identify obstacles and ask for help if necessary.
* Maintain confidentiality and security of service users and/or other’s personal information.
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| **Office Cover:** | * Work collaboratively with Personal Assistants, Administrators and other Reception staff at the London and Manchester head offices to build the good relations needed to foster mutual support across departments as required.
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| **Own Development** | Continuously review own performance and development needs to assist growth and development by:* 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.
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| **Compliance** | Ensure compliance with internal and external standards and codes of conduct by:* Meeting all workplace legislation and regulatory requirements.
* Complying with Turning Point’s Code of Conduct, policies and procedures.
* Ensure that confidentiality as required under Data Protection is strictly maintained reporting any perceived breaches to the line manager.
* Assist with H&S administration and compliance.
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| **Dimensions** | Direct reports | None |
| Total staff overseen | None |
| Internal contacts | Central departments based at head officesLondon ReceptionRisk & Assurance DepartmentProperty DepartmentPeople Services DepartmentProcurement DepartmentProperty DepartmentTurning Point health & social care services |
| External contacts | Providers of services on contract to the office inc. office cleaners, Royal Mail and property & facility maintenance providersTrades people as requiredBuilding Manager/Concierge |
| 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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| **Job title** | Receptionist/Administrator |
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| **Personal effectiveness** | Essential | Desirable |
| * 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
* Flexible, efficient administration skills
* Support skills with multi-tasking ability
* Ability to draw upon personal and professional skills to deliver positive outcomes
* Good personal organisation & attention to detail
* Ability to work independently and manage own time and priorities, coordinating workloads to achieve deadlines
 | * Communicates and engages on an audience led basis with strong customer facing skills
* Confident and capable management of traditional Reception and Facilities tasks
* Forward thinking - anticipating potential problem areas and applying commensurate solutions
* Works to achieve management goals and business objectives by applying technical experience, commercial awareness and common sense.
* Stays motivated, calm and resilient under pressure
* Identifies opportunities to improve the delivery of efficient working practice/business procedure and seeks ways to develop them
* Develops and improves systems and administrative processes and procedures
* Generates business through excellent representation of the company and active, participative marketing
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| **Technical effectiveness** | Essential | Desirable |
| * Experience of Switchboard and telephone answering skills
* Customer service
* Experience of Microsoft Outlook, Word, Excel and MS Teams
 | * Computer literate and conversant with all Microsoft applications
* Knowledge of basic IT hardware kit
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| **Acquired experience & qualifications** | Essential | Desirable |
| * Experience in a reception role where customer service is paramount
* Experience of general administration
* Experience of effective management of office desk and meeting room booking services.
 | * Knowledge of workplace legislation and regulations such as Health & Safety
* Experience of facilities administration
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| **Other requirements** | Essential | Desirable |
| * A good team player with a sense of collective endeavour
* Highly motivated
 | * Builds productive and cooperative relationships with colleagues, providers and customers across role and seniority boundaries
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