

ROLE PROFILE

Department:	Firsbrook House
Job Title:	Receptionist/admin assistant
Hours:	15 hours per week
Key Skills Required:	You must have excellent customer services experience, be computer literate and have some knowledge understanding of the needs of people who experience mental health issues.
Job Purpose:	The receptionist/admin plays a vital role in establishing our commitment to customer care; as a first point of contact for all visitors; customers and telephone queries to the service.
Reporting to:	Manager

Key Responsibilities and Accountabilities

Operating the reception desk, issuing keys, post and messages to customers.

Dealing with all preliminary enquiries, including initial assessments of prospective customers.

Operating telephone systems, giving initial information, receiving messages etc.

Maintaining the customers register and monitoring void levels.

Typing, filing and administrative duties.

Booking visitors in and out.

Calling for emergency assistance or emergency services as required.

Recording and relaying maintenance requests and orders.

Operating the booking diary for the service.

Monitoring and reconciliation of all day to day financial transactions, including invoice and ordering.

Inputting Housing Benefit payments in line with Systems Thinking Procedures.

Updating the day log whilst on duty.

Inputting and collating data.

Any other duties reasonably requested by the management.

GENERAL REQUIREMENTS

To be responsible for the health, safety and welfare of yourself and others at work.

Contribute to the training and development of other staff.

Promote and uphold the Association's policy on equal opportunities.

To undertake other duties commensurate with the grading of the post as may be required from time to time.

To be responsible for the health, safety and welfare of yourself and others at work and to undertake the health and safety duties outlined in the Midland Heart Health and Safety Policy commensurate with this position.

Person Specification

	Application	Interview	Test
Education, qualifications and training			
ECDL or equivalent experience.	x	x	
Good standard of educational attainment i.e. English, Mathematics	x	x	x
Experience			
Demonstrable experience to communicate effectively both orally and in writing with people from a wide range of both internal and external agencies.	x	x	
Knowledge			
Computer literate and use of Microsoft packages.	x	x	x
An understanding of and commitment to anti-discriminatory practices.	x	x	
A knowledge of Equal Opportunities legislation.	x	x	
Skills			
Ability to effectively record in line with policies and procedures.	x	x	

Ability to liaise with both internal and external supporting agencies and stakeholders.	x	x	
Ability to develop and maintain working relationships at all levels.	x	x	
Ability to prioritise conflicting demands.	x	x	
Ability to work on own initiative and as part of a team.	x	x	
Behaviours			
Demonstrate a commitment to deliver quality holistic services.	x	x	
Be enthusiastic and self motivated.	x	x	
Have a 'can do' approach.	x	x	
Flexible in your approach to problem solve.	x	x	
Apply Midland Heart 3 values.	x	x	