

Job Ref:

Independent Options (North West)

Job Title:	Receptionist
Hours:	37 hours per week
Location:	Head Office
Salary:	£7.50 per hour
Holiday entitlement:	28 days annual leave, inclusive of bank holidays

Responsible to:	Director of Finance
General role:	To provide reception and general administration duties at the Head Office. To provide office support services in order to ensure efficiency and effectiveness within the organisation.

Main Responsibilities/ Duties:

1. To open the office in the morning, switch off the alarm, switch on the reception area lights, office equipment and making sure the reception areas are clean and tidy.
2. Responding to voice mail messages left on the main office telephone number.
3. To answer the main office telephone, dealing with enquiries from our customers and the general public.
4. To screen calls as appropriate. To take and relay messages and direct calls as necessary.
5. Supply information regarding the organisation to our clients, customers and the general public.
6. Greet visitors who attend the main office and provide refreshments. Ensuring that visitors use the visitor's book and informing the appropriate person that the visitor has arrived.
7. Prepare for meetings, training and events, including preparing rooms, equipment and refreshments.

8. Receive and sort out the mail deliveries. Open and distribute general correspondence. Check and sign for deliveries, before informing the relevant member of staff of their arrival. Deliveries by post or courier may include valuable items e.g. cash.
9. To handle petty cash and other cash transactions within the requirements of the Finance policies and procedures.
10. Frank & take mail to the post office daily at an agreed time. Ensure the franking machine is charged and maintained.
11. Maintain an adequate inventory of office supplies and order office supplies as required.
12. Maintain the 'sign in' sheets for internal staff and ensure knowledge of staff whereabouts.
13. Maintain office security, using the alarm system and door locking system.
14. In the event of a fire and/or any other emergency requiring staff to leave the building, to be responsible for ensuring that the visitors book and staff movement sheets are removed from Reception and taken to the outside meeting point
15. Provide general administration support as directed.
16. Prepare mail-outs and documents as necessary.
17. Monitor and maintain office equipment, calling out maintenance support as necessary.
18. Tidy and maintain the reception areas.
19. Maintain the current filing and database systems used by the organisation as directed.
20. Report any health and safety issues, including repairs and maintenance issues to the Finance Officer.
21. To submit accurate timesheets and expense claims.
22. To accept and participate in staff supervision sessions, team meetings and appropriate training programmes.
23. To identify own training and development needs in discussion with the line manager.

24. To observe all written policies, procedures and guidelines for good practice agreed by Independent Options.
25. To work within the performance management system for Independent Options.
26. To follow guidance provided by the Senior Management Team to provide services.
27. Any other duties as required by the Senior Management Team and/or Board of Trustees.