

Job Description Reception and Admin Assistant

Reporting to:	Operations Senior Manager
Accountable to:	CEO

JOB PURPOSE

To provide cover of the reception team, in order to ensure the function can provide an effective service to staff, centre users and services operating within the centre.

To provide administrative duties linked to the effective running of HealthWORKS services, and to ensure that these are carried out to agreed procedures and standards.

MAIN DUTIES AND RESPONSIBILITIES

*The following is typical of the level of duties which the job holder could be expected to perform. It is **not** exhaustive and other duties may be expected to be performed by the post holder from time to time, where deemed necessary.*

Reception duties

- To provide a reception service on behalf of HealthWORKS Newcastle (HWN) and Sure Start staff, members of the public, and other visitors to the centre in a professional and courteous manner.
- To deal with centre enquiries, internal and external room bookings, and direct people to appropriate services or members of staff.
- To receive telephone calls, handle routine telephone enquiries, and pass messages to the appropriate member of staff in a timely manner.
- To take payment for the use of the gym sessions, classes, room hire and other ad-hoc sales and to cash up according to agreed procedures.
- To ensure all information necessary for monitoring and reporting is collected and kept up to date for both new members and existing members.
- To accurately record client information and attendance data on the relevant recording system.
- To undertake day to day administrative duties associated with the effective running of the reception area, and of the centre.
- To give information and promote all HealthWORKS services and activities.
- To portray a professional image of the organisation by being well presented and in uniform.
- To have responsibility for opening and securely closing the Centre.

Admin duties

- Processing referrals to all projects within agreed procedures
- Making initial contact with clients referred into HealthWORKS programmes where appropriate, to support them into the service
- Making appropriate appointments for initial assessments and follow up contact
- Acting as the point of contact for all Wellbeing Service enquiries by telephone, fax, email, website and in person
- Responsibility for maintaining the work stream's petty cash balance sheet
- Procurement of consumable items such as stationary and cleaning equipment
- Attending team meetings; writing up and circulating all notes
- With direction, liaising with relevant professionals in partner organisations
- Inputting client data into MIS system and supporting team members with their data entry
- Providing general administrative duties such as booking appointments, room bookings and managing staff calendars
- Assessing and reviewing systems continually, seeking what works best both for productivity and team wellbeing, on a cycle of continual improvement

General duties

- To work according to HWN policies and procedures, recognising our commitment to anti-discriminatory practices.
- To undertake any training identified by the Line Manager relevant to the role.
- To carry out relevant Health and Safety procedures as agreed with Buildings Manager and Line Manager reporting any maintenance or security issues to the Caretaker or Buildings Manager.

Person Specification

POST:	Reception and Admin Assistant	
	ESSENTIAL	DESIRABLE
Educational / Professional Requirements	GCSE Maths and English, above C grade	NVQ Customer Care or Business Admin
Experience	<p>Previous experience of reception work, including customer care.</p> <p>Fully competent in the use of IT, particularly in the use of the Microsoft Office Suite.</p>	Experience of working for a voluntary sector organisation.
Knowledge/ Skills	<p>Good interpersonal skills and a welcoming and friendly response to both telephone and face to face enquiries</p> <p>Excellent communication skills and a good telephone manner</p> <p>Ability to anticipate and deal with difficult situations, which may arise from time to time, in a sensitive manner</p> <p>An ability to work under pressure, with a flexible approach to tasks</p> <p>The ability to work as part of a team and also to direct own work.</p> <p>Able to demonstrate a clear understanding of anti-discriminatory practice.</p> <p>An interest in health and lifestyle issues.</p>	<p>An interest in local community development.</p> <p>Some knowledge of local communities in the Inner West.</p> <p>Some knowledge of, and a willingness to learn about, community health services</p>

	Excellent organisational skills	
Personal Attributes	<p>The ability to</p> <ul style="list-style-type: none">• communicate with a wide range of people• to use initiative• to prioritise against conflicting demands <p>To be adaptable to change</p>	