

<b>Job Description</b>	<b>Receptionist/ Administrator (Talking Therapies Services)</b>
<b>Reporting To:</b>	Talking Therapies Office Manager
<b>Responsible For:</b>	No line management responsibilities
<b>Hours:</b>	0.8 FTE – Monday to Thursday (9am – 5pm or negotiable to start earlier)
<b>Salary:</b>	£25,000 pro rata (£20,000 actual salary)
<b>Deadline and Interview date</b>	<p>Deadline for applications – Monday 14<sup>th</sup> June 9am by email to <a href="mailto:jobs@wimbledonguild.co.uk">jobs@wimbledonguild.co.uk</a>. Wimbledon Guild holds the right to close the application date earlier if we receive a sufficient number of applications.</p> <p>Informal interviews will take place on <b>Monday 21<sup>st</sup> June 2021</b> via Zoom and the Formal interview will take place on <b>28<sup>th</sup> June 2021</b> in person at Guild House. The formal interviews will involve a short test as well as individual interviews.</p>

<b>Description of Job:</b>	<p>The Wimbledon Guild is a dynamic local charity with a proud heritage, dedicated to providing support to local people in the London Borough of Merton. We are looking for an experienced receptionist/ administrator to work within our Talking Therapies Department on a part-time basis who is passionate about delivering excellent customer service, is confident and articulate, and can provide a professional service to both internal and external customers. The ideal candidate will be flexible and willing to provide cover when required.</p> <p>Since 1907 the Wimbledon Guild has been providing a range of services to local people of all ages in the London Borough of Merton and is now one of the largest local charities in the country. The Talking Therapies service was first set up in 1980's and is one of the largest in London, providing individual counselling, group psychotherapy, emotional support groups and continuing professional development training events.</p> <p>The purpose of the job is to provide a professional reception service to all clients at our talking therapies services reception, and to carry out general administrative functions that support the Talking Therapies Office Manager and contribute to the smooth running of the charity. The receptionist/ administrator is the first point of contact at the Talking Therapies Services reception for many people and therefore needs to be warm and welcoming, a good communicator and able to respond professionally to a very varied range of callers, including people with communication difficulties or those in distress.</p>
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<b>Key Responsibilities</b>	<b>Key Elements/Tasks</b>
<b>Client Responsibilities</b>	<p>Be responsible for a timely and effective Talking Therapies Services reception service.</p> <p>General administrative duties including use of all aspects of Microsoft office for data entry</p> <p>To respond to initial enquiries and use judgement to sign post to the appropriate head of department or service area</p> <p>To take referrals for new clients and book assessments</p> <p>To take room bookings for private room hire for ongoing room hirers</p> <p>Provide good quality verbal and written communication at all times</p> <p>Ensure keys and room bookings are signed in and out accurately</p> <p>Respond to telephone calls in a calm, thoughtful, professional manner</p>

	<p>Respond to clients who may be in distress</p> <p>Triage clients booking assessments</p>
<b>Department Responsibilities</b>	<p>To support the Talking Therapies Office Manager and Head of Talking Therapies with various administration tasks as necessary, including diary and meeting management.</p> <p>Provide the practical support that people working in Guild House need to efficiently carry out their work.</p> <p>Ensure that reception is manned at all times during working hours.</p> <p>Assist the Talking Therapies Office Manager in the smooth and effective running of the Talking Therapies Services.</p> <p>Ensure all Reception administration and records are kept up to date and are accurate</p> <p>Assist with implementing and maintaining a filing system for archived storage.</p> <p>Undertake new staff/volunteer inductions and annual induction refreshers with key members of staff.</p> <p>To support health and safety procedures tests in the building with assistance from the Talking Therapies Services</p> <p>Administrative Coordinator.</p> <p>Create and maintain information about local therapeutic services.</p>
<b>Line Management Responsibilities</b>	<p>This role currently does not have any managerial responsibilities</p>
<b>Financial Responsibilities</b>	<p>To be mindful of and adhere to the Guild's financial policies.</p> <p>To take client payments</p> <p>To support the Talking Therapies Office Manger to prepare monthly invoices for private room hire</p>
<b>Organisation Responsibilities</b>	<p>To ensure that equality of access and opportunity apply to the Guild's clients and volunteers</p> <p>To work as part of the team and contribute to the development of the Services within the Guild.</p> <p>To work within the Guild's Equal Opportunities Policy and ensure that its principles are actively incorporated into the planning, delivery and monitoring of services.</p> <p>To undertake other duties in line with the needs of the service as directed by the Talking Therapies Office Manager</p> <p>To work flexibly as dictated by the needs of the service</p> <p>To attend Guild meetings and training as required maintaining and improving skill and professional knowledge.</p> <p>To be aware of and to work as part of the Guild as a whole.</p>
<b>Risk Management</b>	<p>To work to and uphold the policies and procedures of the Guild.</p> <p>To work in compliance with Health and Safety Legislation, the policies on Hygiene, Moving and Handling, Risk Assessment etc, where appropriate and to assist in the development and reviewing of essential policies and procedures.</p> <p>To maintain the confidentiality policy of the Guild.</p> <p>To advise the Head of Talking Therapies, or another senior manager of any event which may possibly adversely affect the Guild.</p>

<b>Person Specification</b>	<b>Reception Administrator</b>
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Qualifications, Experience, Skills, Values and Behaviours Required		
	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Good general education (min 5 GCSE's A-C or equivalent) including English language and Mathematics</li> </ul>	<ul style="list-style-type: none"> <li>• Qualifications in Microsoft Office applications</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Providing administrative duties in an office environment</li> <li>• Responding to enquiries from members of the public</li> <li>• Working within a team</li> <li>• Working in an environment where confidential information is handled</li> <li>• Previous administration experience in a customer facing role</li> <li>• Experienced in office software including Word, Excel, PowerPoint, Access, and the internet.</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of the voluntary sector</li> <li>• First aid trained.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent organisational ability.</li> <li>• The ability to communicate well both verbally and in writing.</li> <li>• The ability to work without direct supervision.</li> <li>• The ability to deal with the 'General Public' in a friendly and efficient way</li> <li>• Providing administrative duties in an office environment</li> <li>• Accuracy and attention to detail.</li> <li>• Good word processing skills including confidence in all aspects of Microsoft Office (Word, Outlook, Excel, PowerPoint and Access)</li> <li>• Able to network, communicate and liaise with other agencies and colleagues.</li> <li>• Excellent telephone manner</li> <li>• Organises workloads and manages time effectively.</li> <li>• Keeps records and monitors performance.</li> <li>• Takes personal responsibility to deliver an effective service to internal and external clients.</li> <li>• Accepts help from others.</li> <li>• Takes responsibility for events or outcomes.</li> <li>• Works at developing self and other's knowledge, skill and motivation within the objectives of the Guild.</li> <li>• Actively listens taking others views into account.</li> </ul>	<ul style="list-style-type: none"> <li>• Front of house service experience.</li> <li>• Able to suggest or develop policies/ procedures and encourage best practice in volunteering activities and in meeting the needs of the Guilds vulnerable clients.</li> </ul>

	<ul style="list-style-type: none"> <li>• Gains respect by operating in a professional and credible manner.</li> </ul>	
<b>Values and Behaviours</b>	<ul style="list-style-type: none"> <li>• Able to communicate clearly and non-judgmentally with a calm and professional working manner</li> <li>• A positive, pro-active attitude and confidence in communicating with the public</li> <li>• Shows tact and discretion where appropriate</li> <li>• Has a flexible approach and is open to new ideas</li> <li>• Shows attention to detail.</li> <li>• Able to communicate constructively, honestly, and openly with colleagues and accept help from others</li> <li>• Has a commitment to delivering an effective high-quality service</li> <li>• Committed to effective team working, by collaborating with colleagues</li> <li>• Is interested in developing self and other's knowledge and skill within the objectives of the Wimbledon Guild</li> <li>• Demonstrates energy and enthusiasm for the work delivered by the Wimbledon Guild</li> </ul>	