

Job Description	Part-time Reception Administrator
Reporting To:	Facilities Manager
Responsible For:	No line management responsibilities
Hours:	Monday-Friday approx. 22.5 to 25 hours pw (to be agreed) Preferably 9.30 to 2.30pm

Description of Job:	<p>The Wimbledon Guild has a proud heritage, dedicated to providing people in Merton with help and support in times of need. The Reception Administrator will be passionate about delivering excellent customer service, confident and articulate, and will provide a professional service to internal and external customers. The ideal candidate will be flexible and willing to provide cover when required.</p> <p>The purpose of the job is to provide a professional reception and Merton Community Hub service to all visitors and customers, and to carry out general administrative functions contributing to the smooth running of the charity. As the first point of contact for many people you need to be warm and welcoming, a good communicator and able to respond professionally to a varied range of callers, including people with communication difficulties.</p>
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Key Responsibilities	Key Elements/Tasks
Client Responsibilities	<ul style="list-style-type: none"> • To act as the first point of entry for all people contacting Wimbledon Guild on the phone, in person and on our general email address, responding professionally with empathy and respect • To explore the nature of the query raised by the person and to determine the appropriate service for follow up • To present information with the client in an accessible form, enabling them to identify a suitable solution where possible • To inform people about services that may be available to them and how to access them • Where appropriate, to refer people to other agencies and sources of help including those provided by the Guild, other voluntary organisations and health, social care and housing services • To deal with day to day enquiries directly and to take clear messages for other staff when required • To obtain consent, record client information and communication on our database Charity Log, adhering to our Data Protection Policy at all times

	<ul style="list-style-type: none"> To take responsibility for the management of the various appointment systems for the use of the Guild's office and community hall (Guild House and Drake House).
Merton Community Response Hub	<ul style="list-style-type: none"> Respond to inbound referrals from customers or referral partners as part of the Community Response Hub team Triage customers' needs, assessing priority and ongoing interventions. Hold 'guided conversations' and where appropriate to identify onward referrals and person-centred action planning Signpost and refer individuals to support services catered to their needs at both Age UK Merton, Wimbledon Guild & external partners Receive and respond to enquiries by phone and by e-mail Work in partnership with Hub Partners, social services, health and voluntary sector partners to help customers to navigate complex systems To record client details, actions and outcomes on the CRM database, Charity Log to enable accurate monitoring and evaluation To keep up to date with services provided by voluntary and statutory sector partners to facilitate good signposting and referrals
Department Responsibilities	<ul style="list-style-type: none"> Provide practical and administrative support to Guild staff and other groups working in Guild House to enable them to efficiently carry out their work, Assist the Facilities Manager in the smooth and effective running of Guild House and Drake House, including take bookings and payments and ensuring keys for vehicles and room bookings are signed in and out accurately Be responsible occasionally for the provision of reception and appointment secretarial services to the other parts of the Guild. To monitor, order and gain approvals for stationery and supplies according to the Stock Control Policy. To distribute mail to the addressed staff member Ensure all Reception administration and records are kept up to date and are accurate. Be responsible for keeping the ground floor photocopier in good working order and fully stocked. To test safety equipment in the building with assistance from the Facilities Manager.
Line Management Responsibilities	This role currently does not have any managerial responsibilities
Financial Responsibilities	<ul style="list-style-type: none"> To be mindful of and adhere to the Guild's financial policies. To take payment for activities, lunches, events etc. for various departments in the Guild and maintain accurate records.
Organisation Responsibilities	<ul style="list-style-type: none"> To work within the Guild's Diversity and Inclusion Policy To work as part of the team and contribute to the development of the Services within the Guild. To undertake other duties in line with the needs of the service as directed by the Facilities Manager To work flexibly as dictated by the needs of the service To attend Guild meetings and training as required maintaining and improving skill and professional knowledge. To be aware of and to work as part of the Guild as a whole.
Risk Management	<ul style="list-style-type: none"> To work to and uphold the policies and procedures of the Guild. 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.
- To maintain the confidentiality policy of the Guild.
- To advise the Head of Finance and Resources, or another senior manager, of any event which may possibly adversely affect the Guild

Person Specification	Reception Administrator
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Qualifications, Experience, Skills, Values and Behaviours Required		
	Essential	Desirable
Qualifications	Good general education (min 5 GCSE's A-C or equivalent) including English language and Mathematics	Qualifications in Microsoft Office applications
<ul style="list-style-type: none"> Experience 	<ul style="list-style-type: none"> Experience of working in a similar environment within a health or caring role with older or disabled people in the community A good understanding of the needs of older or disabled people and the issues affecting them Experience of providing information and signposting Experience of dealing with Health/Social Services professionals Providing administrative duties in an office environment Responding to enquiries from members of the public Working within a team and in partnership to deliver a service Working in an environment where confidential information is handled Previous administration experience in a customer facing role Experienced in office software including Word, Excel, PowerPoint, Access, and the internet. 	<ul style="list-style-type: none"> Understanding of the voluntary sector First aid trained.
<ul style="list-style-type: none"> Skills 	<ul style="list-style-type: none"> Excellent organisational ability. Excellent interpersonal and communication skills in writing and verbally The ability to work without direct supervision. Ability to recognise problems and seek relevant and appropriate advice The ability to deal with the 'General Public' in a friendly and efficient way Ability to carry out administrative duties in an office environment Accuracy and attention to detail. Good word processing skills including confidence in all aspects of Microsoft Office (Word, Outlook, Excel, 	<ul style="list-style-type: none"> Front of house service experience.

	PowerPoint and Access) <ul style="list-style-type: none"> • Able to network, communicate and liaise with other agencies and colleagues. • Excellent telephone manner 	
Values and Behaviours	<ul style="list-style-type: none"> • Gains respect by communicating clearly and non-judgmentally with a calm and professional working manner • A positive, pro-active attitude and confidence in communicating with the public • Shows tact and discretion where appropriate, actively listens, taking others views into account. • Has a flexible approach and open to new ideas • Shows attention to detail, keeps records, organises workload and manages time effectively. • Able to communicate constructively, honestly and openly with colleagues and accept help from others • Has a commitment to delivering an effective high quality service • Committed to effective team working, by collaborating with colleagues • Is interested in developing self and other's knowledge and skill within the objectives of the Wimbledon Guild • Demonstrates energy and enthusiasm for the work delivered by the Wimbledon Guild • Takes personal responsibility to deliver an effective service to internal and external clients. • Takes responsibility for events or outcomes. 	

May 2020