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| **ROLE PROFILE:** |
| **ROLE TITLE:**  Receptionist/Administrator | **REPORTS TO:** Administration Manager |
| **TEAM:** Administration | **SALARY:** £8.21 per hour  |
| **HOURS:** 15 hours per week (7.5 hours per day) over two days |
| **PURPOSE OF ROLE:** To provide effective and efficient reception cover for Oasis Project’s (Oasis’) service centre for adult women with a drug or alcohol problems, including preparing for each day’s clients and welcoming all clients and visitors to the premises; dealing with telephone calls/emails. To ensure all group/meeting rooms are prepared each day. To provide basic administrative support to the team as required.  |

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| **RECEPTION:** |
| To proactively deliver a high quality, **client centred** reception service:-* To welcome all visitors to the door and direct them as appropriate
* To service the reception at Oasis and act as the first point of contact for information
* To prepare in advance for each day including knowing who is expected and ensuring all group/meeting rooms are clear and ready for use (pens, paper etc.).
* To receive deal effectively with telephone callers including taking messages and passing them on as appropriate, in a friendly and professional manner.
* To respond to general email enquiries, delegating to others as necessary.
* To ensure the service centre remains women-only, responding efficiently and appropriately to all visitors to the premises.
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| **ADMINISTRATION:** |
| * To photocopy documents
* To deal with incoming and outgoing post
* To support the Clinical Administrator to maintain and update Oasis filing systems
* To keep the reception area tidy and effectively organised.
* To use the outlook diary system to send/respond/look up meeting dates and individual availability.
* To support the Clinical Administrator in the processing and ordering of supplies
* To support the Clinical Administrator in the management of the petty cash system
* To support the Administration Manager with ad-hoc one-off administration duties
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| **OTHER:** |
| To work within Oasis principles including* Demonstrate commitment to the vision and values of Oasis and understand how own behaviour and actions contribute to maintaining a culture of shared ownership and responsibility that supports Oasis in achieving its overall vision
* Demonstrate awareness and commitment to working in a way that is ‘trauma informed’ and to recognise this approach as part of Oasis’ overall commitment to providing gender responsive services for women.
* Demonstrate a commitment to working within Oasis’ confidentiality and data protection guidelines.
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| PERSON SPECIFICATION: | Essential or Desirable |
| QUALIFICATIONS |  |
| GCSE Grade C or above in English and Maths (or equivalent qualification) | Essential |
| SKILLS, EXPERIENCE AND EXPERTISE |  |
| Experience of dealing positively and professionally with the general public | Essential |
| Experience of front of house reception duties  | Essential |
| Good working knowledge and understanding of relevant IT packages, i.e. Microsoft Office, including Outlook | Essential |
| To have understanding of working in a way that is ‘trauma informed’ | Desirable |
| ABILITIES AND ATTITUDES |  |
| Good numerical and literacy skills to undertake a variety of tasks e.g. recording numerical data, diary management | Essential |
| Well organised and able to manage and prioritise own workload, ensuring deadlines are met | Essential |
| To be able to work efficiently and demonstrate an awareness of value for money | Essential |
| Understand the importance of confidentiality and to work in a data sensitive environment, under the guidance of managers. | Essential |
| Ability to be a good team player, to work flexibly within a team, supporting colleagues with changing priorities. | Essential |
| GENERAL |  |
| A commitment to the vision and values of Oasis Project and to be able to carry out duties in accordance with Oasis Project’s equality and diversity policy | Essential |
| To understand the importance of taking responsibility for own behaviour and actions | Essential |
| To be pro-active, self starting and self-motivating | Essential |
| To able to remain calm in challenging situations and work under pressure | Essential |
| To be aware of best practice around confidentiality procedures and a clear understanding of data protection guidelines | Desirable |

*The post is subject to the satisfactory completion of a Disclosure and Barring Service (DBS - formally CRB) check at an enhanced level.*

*This job description accurately reflects the present position; it may be reviewed and amended but only after a proper period of consultation.*