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# Reception/Admin Role (P/T)

# Job Advert

**Job Title:** Reception Admin Assistant (P/T)

**Grade:** NJC SCP 7 - 10 currently £26,008 - £27,259 per annum inclusive of Inner London Weighting. Based on 30hrs per week, at NJC 7 is currently £20,806.40pa (Inc ILW)

**Hours:** 30 hrs per week

**Contract:** Permanent

**Accountable to:** HR and Governance Director

**Supervision by:** Senior Administrator

**Location:** Open House, 13 Whitethorn Street, London E3 4DA

**Closing Date:** 5.00pm, Monday 30th October 2023

**Interviews:** Friday 3rd November 2023

**Job description**

This is an exciting opportunity to join a vibrant and diverse organisation. The Reception Admin Assistant plays a key role within Mind in Tower Hamlets Newham and Redbridge (MindTHNR) in the organisation, providing a warm welcome to all visitors and clients. The ideal candidate will be resilient, friendly and professional with the ability to manage difficult and challenging situations in a calm, polite and professional manner.

**Purpose of the role**

The role will project a positive and friendly image to clients, staff and other visitors in person, by phone or via electronic means. You will deal with enquiries over the telephone and face to face, providing information on our services to the general public and clients and signposting on where necessary. You will provide general assistance including HR administrative support.

**Adopting our organisational culture**

We have a strong reputation for delivering high quality services and achieving positive outcomes.

Our practices are underpinned by our Kindness Charter, Professional Code of Ethics, Code of Conduct and organisational values. We expect everyone to embrace our culture, ethos and our anti-racist, anti-discriminatory and inclusive practices throughout their work.

**Key Responsibilities**

**Reception**

* Support the opening and closing of Open House and welcoming all visitors and clients
* Answer telephone calls, screening and signposting as appropriate
* Manage potentially challenging situations using good judgement and de-escalation techniques
* Ensure good risk management practices and escalating where necessary to the Duty Manager
* Ensure that all clients and visitors sign in and out of the building
* Provide support and supervision to volunteers working in reception
* Maintain a clean and clear reception area, including information on display and that these are replenished or disposed of as appropriate
* Provide a service that is based on sensitivity and respect for clients
* Maintain confidentiality regarding clients and their contact with Mind in Tower Hamlets and Newham and Redbridge

**Administration**

* Support the HR & Governance Director/Senior Administrator with HR related administrative tasks and data uploads
* Provide general administrative support to the Management team if necessary
* Organise catering for meetings when required
* Ensure all stock, including cleaning supplies, photocopying paper and stationary are adequate and regularly replenished. This includes toner for the photocopier
* Manage room bookings for staff on the staff room booking spreadsheet.

**General**

* Comply with, promote, and contribute to the development of MindTHNR’s: Aims and

Values, Equality, Diversity and Inclusive principles and all organisational policies.

* Attend appropriate internal, external training courses, E-Learning, supervision, and staff team meetings and away days.
* Other than where central administrative support is available, to be administratively self- servicing.

**You must have:**

* Educated to GCSE level or equivalent with good grades in Maths and English
* Demonstrable experience of providing reception services either in a health or social care setting
* Experience of dealing with challenging situations and risk management and personal resilience
* Experience of using IT systems including Microsoft, Excel and Word and other systems
* The ability to remain calm, polite and professional when faced with difficult situations.
* The ability to work independently and as part of a wider team
* The ability to manage competing priorities and tasks with minimal supervision using sound judgement
* Excellent Interpersonal skills and ability to engage with people from all backgrounds
* Excellent written and verbal communication skills with attention to detail
* Excellent administration and organisational skills with the ability to prioritise

**Ideally you will have:**

* Experience of supporting volunteers

The benefits of working for the organisation include 28 days annual leave + Public Holidays, Development and Growth opportunities, Company Pension Scheme and an Employee Assistance Programme.

Post is subject to an enhanced Disclosure Barring Service check and Right to Work Checks.

As an anti-racist, anti-discriminatory and inclusive organisation, we strongly welcome applications from all sectors of the community.

To apply please send your CV together with a cover letter stating why you wish to apply and how you meet the role requirements and email to [recruitment@mindthnr.org.uk](mailto:recruitment@mindthnr.org.uk)

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