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# Reception Admin Assistant

# Job Description and Person Specification

**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:** 9:00am, Monday 7th November 2023

**Interviews:** Friday 3rd November 2023

**Job description**

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.

**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.

**Purpose of 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.

**Key Responsibilities**

**Reception**

* Support the opening of the building ensuring Open House is ready to accept service users and visitors from 9am, there may also be a requirement to lock the building on occasion ensuring the premises is secure.
* Welcome visitors and clients coming to Open House and direct as appropriate
* Provide information on Mind in Tower Hamlets, Newham and Redbridge’s services to clients and the general public from a diverse range of backgrounds and cultures over the telephone and face to face
* Answer telephone calls, screen and signpost as appropriate
* Take and pass on telephone messages as necessary
* 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 visitors and clients sign in and sign out at reception thereby ensuring security and health and safety
* 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
* Ensure that all work conforms with MindTHNR’s systems and procedures
* 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.

**Annual General Meeting/Activities and Events**

* Assist the HR & Governance Director with the Annual General Meeting as required
* Wider Organisational Support around events and activities

**Premises**

* Liaise with contractors, cleaners and other suppliers as necessary
* Liaise with contractors regarding repairs and following through until the job is completed.

**General**

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

Values, Equality, Diversity and Inclusion 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.

This job will be reviewed periodically in line with the organisation’s Business Plan and reserves the right to change the job description.

**Reception Admin Assistant**

**Person Specification**

Outlined below are the experience, skills and knowledge required to carry out the tasks in the job description. Please ensure that you use examples to demonstrate that you meet each individual criteria within the application form.

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| No. |  | **Essential/****Desirable** |
| **Qualifications** |
|  | Educated to GCSE level or equivalent with good grades in Maths and English | E |
| **Experience** |
|  | Demonstrable experience of providing reception services either in a health or social care setting  | E |
|  | Experience of dealing with challenging situations and risk management | E |
|  | Experience of using IT systems including Microsoft, Excel and Word | E |
|  | Experience of supporting volunteers | D |
| **Skills/Ability** |
|  | The ability to remain calm, polite and professional when faced with difficult situations. | E |
|  | Ability to work independently and as part of a wider team | E |
|  | Ability to manage competing priorities and tasks with minimal supervision using sound judgement | E |
|  | Excellent Interpersonal skills and ability to engage with people from all backgrounds  | E |
|  | Excellent written and verbal communication skills with attention to detail | E |
|  | Excellent administration and organisational skills with the ability to prioritise | E |
|  | Ability to use computer based telephone and other systems (e.g. Telephony) | E |
| **Personal** **Attributes** |
|  | A strong commitment to Mind in Tower Hamlets, Newham and Redbridge’s aims and mission | E |
|  | A proven track record of taking an innovative and solutions-based approach to challenges, whilst considering the thoughts and experiences of others | E |
|  | High level of self-awareness – the ability to reflect on own practice and to share personal experience. | E |
|  | Commitment to personal development and willingness to regularly update skills and experience | E |
|  | Personal Resilience when faced with difficult situations | E |