

THE BRICK

PROJECT
SHOP
WORKS
GIVING
RE-USE

QUEENS HALL ACTION ON POVERTY

JOB DESCRIPTION

Job Title: Part Time Receptionist & Admin Assistant

Salary: £9.90 Per Hour

Hours: 22.5 Hours per week Tuesday & Wednesday Reception cover plus 1 full day or 2 x half Day flexible admin support

Holidays: 22 days plus Bank Holidays pro – rata plus extra day off on your birthday

Other benefits: Free gym membership, cash health plan and friendly, inclusive working environment

Based at: Wigan Town Centre

Responsible to: Admin & Infrastructure Manager

Accountable to: Queen's Hall Action on Poverty Trustees

To Apply: Please submit CV and Expression of Interest explaining why you would be an asset to our charity. Please register and upload documents here : <https://hr.breathehr.com/v/part-time-receptionist-admin-22721>

Please apply early as we reserve the right to close applications as soon as sufficient applicants have been received.

Closing Date: 12 Noon Wed 27th April 2022

Summary

The Brick is a small charity with big aspirations for people in need within our community. We provide RELIEF, RESTORATION and REFORMATION by offering tailored support, hope, and opportunity to those looking to improve their quality of life.

Job Purpose (Receptionist)

The front of house receptionist is a crucial role within the Charity. The first point of contact for individuals and agencies who visit our Food Community as well the friendly , empathetic voice at the end of the phone. You will ensure that visitors and callers are greeted in a friendly and approachable manner. To provide reception support to The Brick, ensuring that the Charity's reputation is upheld at all times. The successful candidate will be an exceptional communicator, with an approachable nature and will strive to provide the best possible experience for all that come into contact with The Brick.

Admin Duties

The infrastructure of the Charity is supported by robust Administrative processes , the role of Admin Assistant is vital in ensuring that our front line teams are able to deliver their services efficiently , to be successful in this role , you will be highly organised , process driven , pay a high attention to detail and able to work to tight deadlines.

Reception Duties will include:

- To process payments for members of the Food Community
- To process requests for emergency food parcels
- To use the Charities systems and databases as required
- Have a good local knowledge
- Signpost and offer advice / support as relevant
- Liaise with professionals, ie Agency Workers / NHS Teams and Police
- To actively work in an asset-based way, empowering the positives in individuals and focusing on the positive attributes of an individual.
- Answer the front door in a professional timely manner and signpost people to appropriate sections of the building.
- Create and modify documents on Microsoft office as required
- Record when mail is received / collected
- Liaise with support staff to ensure high quality provision is being delivered.
- Perform general work duties to include but not be limited to photocopying, mailing, and filing.
- Keep reception clean and tidy
- Ensure notice board is up to date with all workshops and support activities scheduled for the week.
- To work in a way that promotes personal safety and to be aware of and follow fire procedures and any other health and safety procedures.
- To contribute to providing cover for absent colleagues.
- To carry out, within reason, any other duties necessary to the smooth running of the Food Community.

Admin Duties will include:

- Co-ordination of Van schedules (using Kudos Software)
- Promoting Giftaid
- Delivering the Welfare Furniture Contract
- Ordering of goods / services
- Data entry
- Record management (electronic and hardcopy)
- Monitoring email and Live Chat accounts
- Managing Donor information and issuing Thankyou Letter
- To carry out, within reason, any other admin duties necessary to the smooth running of the Charity

Skills & Attributes**Suitable candidate must have:**

- Have an excellent telephone manner
- Have a high regard for Safeguarding
- Excellent IT skills
- Excellent time management skills
- Be highly organised
- Ability to work on initiative and with minimal supervision
- Have experience of a range of administrative tasks
- Be flexible

Health and Safety

Under the Health and Safety at Work Act 1974, it is the responsibility of all individual employees and volunteers to take care of their own health and safety at work and that of others who may be affected by their acts or omissions. This includes co-operating with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.

Reporting any incidents and Safeguarding concerns in a timely and effective manner following the Wigan tier report system.

Diversity

Understand and implement The Brick's Equality and Diversity Policy

Out of Hours

Be willing to undertake occasional work during out of hours, including weekends and evenings when necessary.

Be willing to undertake and assist in fundraising activities which may occur out of hours

Promoting fundraising for the Charity

General

The post holder will be expected to:

Operate all financial procedures in line with Queen's Hall Action on Poverty.

Ensure that the Electronic Database Case Management System is up to date at all times,

Perform any other duties consistent with the broad objectives of the post.

Participate in individual performance review and respond to agreed objectives.

Attend and be an active participant in team meetings, team training and other internal meetings etc.

Take responsibility for ensuring that legal obligations regarding personal information which is processed for is kept accurate, confidential, secure and in line with the Data Protection Act 2018 and Confidentiality Policies.

Not abuse their official position for personal gain, to seek advantage of further private business or other interests in the course of their official duties.

To undertake other such duties consistent with the post, as jointly agreed between the post holder and Queen's Hall Action on Poverty

To at all times deliver the service in line with and adhere to the Policies and Procedures

To promote good communication within The Brick and the Charity as a whole.

	<i>Essential</i>	<i>Desirable</i>	<i>How to be achieved</i>
<i>Minimum 1year experience in a Reception Role</i>		<i>x</i>	<i>Application form, interview</i>
<i>Using IT systems and packages, in particular Microsoft Office</i>	<i>x</i>		<i>Application Form</i>
<i>Experience in cash handling / petty cash</i>		<i>x</i>	<i>Application Form, interview</i>
<i>Knowledge of information management systems</i>	<i>x</i>		<i>Application form, interview</i>
<i>Experience and knowledge of researching information for projects / tenders / funding</i>		<i>x</i>	<i>Application form and interview</i>
<i>Setting up and maintaining manual and electronic filing systems.</i>	<i>x</i>		<i>Application form and interview</i>
<i>Ability to demonstrate a methodical, organised and flexible approach to work</i>	<i>x</i>		<i>Application form and interview</i>
<i>Ability to plan, organise and prioritise workload to meet deadline</i>	<i>x</i>		<i>Application form and interview</i>
<i>Ability to design and process a wide range of documents in accordance with instruction and house style, paying attention to detail.</i>	<i>x</i>		<i>Application form and interview</i>
<i>Ability to maintain a high level of confidentiality and discretion at all times</i>	<i>x</i>		<i>Application form and interview</i>
<i>Effective listening, verbal and written communication skills.</i>	<i>x</i>		<i>Application form and interview</i>

Work related circumstances

	<i>Essential</i>	<i>Desirable</i>	<i>How to be achieved</i>
<i>Ensure that dignity is maintained to all service users</i>	<i>x</i>		<i>Application form and interview</i>
<i>Ability to work as part of a committed team</i>	<i>x</i>		<i>Application form and interview</i>
<i>Demonstrate honesty and integrity</i>	<i>x</i>		<i>Application form and interview</i>
<i>Satisfactory Enhanced DBS disclosure</i>	<i>x</i>		<i>Application form and interview</i>
<i>Ensure Company Policies and Procedures are complied with at all times</i>	<i>x</i>		<i>Application form and interview</i>
<i>Willingness to undertake activities which benefits the Charity</i>	<i>x</i>		<i>Application form and interview</i>