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| Job Title: | Receptionist / Administrator |
| Hourly Rate: | £10.20 – London Living Wage |
| Contract Term: | Zero Hours |
| Managed by: | CEO |
| Responsible for: | None |
| Job Summary: | To provide reception services and administrative support for the day-to-day management of the Sobus hubs |

JOB TASKS

1. To provide a reception service, welcoming visitors and obtain details as to the reason for their visit and refer on appropriately.
 - a. Welcome all visitors to the building and notify appropriate staff of their arrival.
 - b. Ensure all visitors are signed in and out of the building, taking security measures into account
 - c. Ensure all deliveries are received into the building and receipted as appropriate
 - d. Provide signposting service for visitors
 - e. Collect delivered mail. Sort, notify appropriate addressees and store in mailboxes.
 - f. Provide information on activities etc that are/will be undertaken within the building when asked.
 - g. To ensure messages are logged and emailed as appropriate
 - h. Activate or deactivate key fobs as required

2. To become the first point of call for queries and facilities problems.
 - a. Log all reported problems and subsequent action. Where possible take the necessary steps to resolve issues including emailing cleaning manager, Gallery Partnership or Inclarity
 - b. Inform the CEO, Housing or contractor as appropriate
 - c. Providing information to contractors working on site

3. To provide a room booking service for meeting rooms within the Hub, making the necessary arrangements for provision of refreshments as required and requested.
 - a. To maintain the booking log to record all meetings
 - b. To ensure provision of refreshments as requested
 - c. To confirm all bookings to the relevant person
 - d. To ensure all external bodies are charged appropriately in conjunction with the organisation's financial systems
 - e. Ensure meeting rooms are set up as required by hirer.
 - f. Ensuring a suitable stock of consumables such as milk, light bulbs, beverages, biscuits, products etc are kept and ordered when required.

4. Provide administrative support as directed by the CEO in relation to Sobus.
 - a. Provide administrative support to include clerical work and typing as necessary including events, sending mailings to the VCS from CiVi
 - b. To prepare reports and publications and compile statistics as directed including timesheets, phone, photocopier, meeting room hire and incidentals such as flip chart usage for billing purposes.
 - c. Record electricity generation from meter and submit online.
 - e. To service meetings, including preparation of the agenda, venue, minute taking and following up agreed action as required
 - f. To support the Sobus services in designing or organising the production of appropriate promotional material including leaflets, posters, newsletters and organising and assisting with distribution as required
 - g. To be responsible for co-ordinating and updating information displays and noticeboards at the Hub, liaising with the appropriate manager.
 - h. To assist in updating the Sobus website, Twitter, CiVi database, information booklet and other publicity as necessary

5. To carry out health and safety checks as directed by the CEO
 - a. Fire alarm checks
 - b. General premises health and safety checks.

General Duties

- To carry out any other duties as may be required and in keeping with the level of the post
- To implement appropriate organisational policies and in particular the Equal Opportunities and Health and Safety policies
- To participate in training and team meetings as required
- To take up appropriate opportunities for own continued professional development and participate in Sobus appraisal system

Person Specification

| | Factor | Essential | Desirable |
|----|------------------------------------|--|---|
| 1. | Experience | <p>Some work experience, preferably reception based</p> <p>Must be able to meet and work to deadlines</p> <p>Experience of maintaining filing systems</p> <p>Experience of operating basic office equipment</p> | <p>Experience of working in a confidential environment</p> <p>Experience of working in an office environment</p> <p>Experience of working in a customer care environment</p> <p>Experience of working in a facilities environment</p> |
| 2. | Skills | <p>Good communication skills</p> <p>Good interpersonal skills</p> <p>Able to work un-supervised</p> <p>Good IT, secretarial and typing skills.</p> | |
| 3 | Attitudes/Personal Characteristics | <p>Personal Commitment to Equal Opportunities</p> <p>Be able to be systematic and methodical when working</p> <p>Willingness to work to rules of confidentiality</p> <p>Willingness to work as a resource to other staff</p> <p>Capacity of work flexibility and adapt to changing work levels</p> <p>Capacity to work under pressure</p> <p>Capacity to work using own initiative as well as part of a team</p> <p>Ability to work unsupervised</p> | |