



JOB DESCRIPTION

Name:

Position: **Administration Assistant – Reception (SMT)**

Reports to: Head of Administration

Line Manager to: none

Salary Band: £17k to £20k

ROLE

- Manage the front desk and offer administrative support across the organisation.

RESPONSIBILITIES

- Greet and welcome visitors to the office and direct to appropriate person or office.
- Answer and forward phone calls. Take accurate messages. Make sure voicemail messages are dealt with.
- Answer general enquiries in person, by phone and email or refer to the appropriate person.
- Refer calls/emails regarding technical problems to the technical support team.
- Open and date incoming general post (leave specifically addressed mail & envelopes marked confidential unopened) and distribute to relevant persons.
- Responsible for outgoing post and parcels.
- Responsible for outgoing deliveries by courier.
- Data entry, update & monitoring on the CRM.
- Make sure reception and visitor areas are kept tidy and organised.
- General secretarial duties: typing, printing, copying, scanning, filing.
- Ensure reference information documents are available and distributed (e.g. contracts).
- Maintain stationery cupboard and place orders (approved by Head of Admin) when required.
- Place orders for sundries (coffee, cleaning products, etc.).
- Assist with Open Days, Shareholders' meetings and other events held on behalf of B4RN. These can sometimes take place outside usual office hours.
- Provide admin support to other departments during busy periods and provide cover during holidays.
- Any other duties as may be required, consistent with the position.

REQUIREMENTS

- Confident using Microsoft Office applications.
- Excellent verbal and written communications skills.
- Strong attention to detail.
- Excellent customer service skills.
- Pleasant personality, ability to multi-task and deal with busy work environment.

BENEFITS

In addition to any which may be mentioned elsewhere in this statement, your position has the benefit of:

- I. Expenses
- II. Company uniform
- III. Death in Service 4xSalary
- IV. Long-term sickness cover
- V. Employee Assistance Programme

Details of the above are shown separately. The details included at i-v, above do not form part of your contract of employment and may be amended or withdrawn at any time.