



Better Lives, Better World

Job Description

Job Title: Administrator / Receptionist
Team: Finance, Operations and Administration Team
Responsible to: Senior Administrator

1. Purpose

To support the Skills for People team to deliver Skills for People services and projects, through effective administration, reception duties, and high standards of hospitality for our all visitors.

2. Responsibilities

1. Administration

- a) Word processing letters, notes, reports etc.
- b) Photocopying / filing / scanning documents.
- c) Mail outs.
- d) Creating flyers, brochures, digital content as needed.
- e) Taking notes at meetings as needed.
- f) Maintain and update various databases.
- g) Operate a variety of standard office machines, including computers, photocopiers, printers
- h) Dealing with incoming and outgoing phone calls, post, e-mails.
- i) Making bookings and arrangements, such as taxis and transport, catering, venues, hotels.
- j) Ordering items for the organisation, in compliance with purchasing / supplier policies.
- k) Administration of petty cash.

2. Reception duties

- a) Greeting visitors and being the first point of contact for the organisation.
- b) Dealing with phone calls.
- c) Responding to email enquiries.

- d) Keeping the public area welcoming and tidy and ensuring information displays are up to date and relevant.

3. Hospitality

- a) Preparing rooms for external meetings.
- b) Preparing refreshments for external meetings.
- c) Taking bookings for hiring training rooms.
- d) Helping to maintain a welcoming, pleasant, clean and safe environment at 4 Glendale Terrace.

4. Supporting Staff and Volunteers

- a) Working with other staff to develop and maintain effective administrative systems both electronic and paper based.
- b) Supporting colleagues in their roles including supporting paid staff and volunteers.

5. Reporting and liaising

- a) Keeping appropriate records of work and to input data accurately onto our database, Charity Log. This may include supporting colleagues with data entry.
- b) Give verbal and written reports, as requested by line managers.
- c) Monitor and evaluate your work, as directed by line managers.
- d) Help to prepare printed and digital materials to support and promote the work of Skills for People.
- e) Attend relevant meetings and events to further and to raise awareness of Skills for People's work.

6. Other Duties

- a) Work within with Skills for People's core values as a disability led organisation.
- b) Attend and participate in team and staff meetings at Skills for People.
- c) Contribute to the effective delivery of Skills for People-wide initiatives, as requested.
- d) Take part in training, supervision and annual review.
- e) Follow the organisation's policies and procedures.
- f) Do any other reasonable duties, as required.

Person Specification

This describes the type of person we are looking for. Please refer to this when you write your letter or personal statement of application.

Everyone who works at Skills for People must have an enhanced DBS check.

	Essential	Desirable
Experience		
1. Working with disadvantaged people, disabled people and/ or people with a learning disability as a paid worker or as a volunteer.	-	yes
2. Designing marketing material / information for sharing on online platform and social media.	yes	-
3. Proficiency in Microsoft Office Suite and experience with database management software.	yes	-
4. Organising meetings or events.	yes	-
5. Using data bases and accurately inputting information.	yes	-
Knowledge		
1. Knowledge of the challenges faced by marginalised people such as disabled people and/or people with a learning disability.	yes	-
2. Knowledge of data protection legislation.	-	yes
Skills and abilities		
1. Communicate effectively with people with a learning disability and with family carers.	yes	-
2. Use a range of IT programmes, devices and media.	yes	-
3. Work positively to achieve organisational goals as part of a team.	yes	-
4. Present information in a variety of ways as appropriate to the situation / audience.	yes	-
5. Planning, prioritising and working on your own initiative.	yes	-

Personal qualities		
1. Demonstrate Skills for People's values.	yes	-
2. Friendly and approachable.	yes	-
3. Well organised and reliable.	yes	-
4. Trustworthy and honest.	yes	-
5. Can meet the travel requirements of the post (by personal or public transport).	yes	-
6. Be able to work evenings and weekends from time to time.	yes	-