

Positive about **Mental Wellbeing**
Positive about **Learning & Development**
Positive about your **CAREER** – Valuing **Diversity**



If your aspirations match ours JOIN US

RECEPTIONIST *Starting Salary: £16,313 p.a.pro rata (21 hours p/w Tuesday to Thursday)*
6 MONTHS FIXED-TERM CONTRACT

Community Options is a registered charity specialising in supporting people with mental health needs to live independently in the community. We are looking for a motivated individual to work within our administration team. This role will be supporting the administration team and undertaking receptionist duties.

You will have experience of working in an office, an understanding of the receptionist and administration function, be proficient in using Microsoft and web based packages, and will have effective communication skills.

WE OFFER

Extensive high quality training with appropriate support and supervision; generous leave entitlement, contributory pension scheme and health care benefits

Closing date for application forms: Friday 10th February 2012

Interviews to be held w/c: 13th February 2012

For further information and to apply online, please visit our: www.community-options.org.uk, for general enquiries you can contact us on: **020 8313 9725**

We positively welcome applications from people who have experienced mental illness. All successful candidates must obtain enhanced disclosure and protection of vulnerable adults from the Criminal Records Bureau Charity registration no. 1005994





RECEPTIONIST JOB DESCRIPTION

The job description does not form part of the contract of employment

Salary: SCP 5 – 7
Hours: 21 per week (Tuesday to Thursday)
Reports to: Office Administrator

Job information

Community Options is a registered charity established in 1990 to provide care and support to people with a mental illness. Care is provided to people through contracts agreed with social services departments and Primary Care Trusts, across a range of supported houses and community settings.

Through out Community Options the emphasis is on high quality services which respond to the needs of service users. In order for the organisation to accomplish this, it requires strong and effective administrative systems. The Administration Team have a key role to play in developing, implementing and maintaining systems across the organisation.

All Community Options staff are encouraged to undertake training and to develop skills and abilities which will help to improve performance. Training needs, performance and objectives are assessed and reviewed through regular Performance, Learning and Supervision.

Role description

The Receptionist reports directly to the Administrator. The post holder assists in providing a comprehensive administrative service in relation to being the first point of contact in the office and general administrative tasks.

Much of the role will focus on supporting the administration team. They are responsible for implementing, revising and updating administrative systems in accordance with the organisations needs.

Job purpose

To support the administration team by undertaking administrative and reception tasks. To undertake development activities such as training in order to develop office knowledge and skills.

Role accountabilities

1. Front Office

As the first point of contact in reception and by telephone you will be responsible for ensuring that the organisation is portrayed in a friendly and professional manner and in accordance with the core values of the organisation.

This will be measured in terms of:

- Reception area
- Feedback from visitors, staff and users.

2. Post

You will be responsible for ensuring all incoming and outgoing post is distributed correctly and timely. You are also responsible for ensuring that the franking machine is credited as required and post is ready for collection.

This will be measured in terms of:

- Internal post distribution.

Under the Supervision of the Office Administrator you may be asked to carry out the following:

3. Service Meetings and Organisational Event

Assisting the Administrator in the preparation and circulation of papers for meetings, organising the catering and room, liaising with booked speakers, attending and producing minutes.

This will be measured in terms of:

- Communication of dates
- Turnaround of minutes after meetings and accuracy
- Feedback from events and meetings.

4. Company Literature

Making alterations to company literature and the storage and distribution of company literature.

This will be measured in terms of:

- Turnaround time for the distribution of literature
- Ease of access to literature

5. Team Working and Communication

As a member of the central office team you are expected to work co-operatively, supportively and constructively to ensure the efficient and effective development of administrative systems for the organisation. You are also expected to communicate effectively with service users within agreed parameters.

This will be measured with staff groups and at meetings

- Interaction with service users
- Feedback from staff, users, and external parties.

6. Administrative Systems

Assisting with the adherence to Data Protection. You will also assist in mail merges, allocating staff ID cards, photocopy, fax and distribute information as required. You will also assist in maintaining filing and recording systems.

This will be measured in terms of:

- *Compliance with Data Protection*
- *Turnaround of allocating staff ID cards.*

7. Training and Development

To attend relevant training and participate in work activities to develop office knowledge and skills.

You are expected to work towards the company objectives at all times. You may also be required to undertake any other duties relevant for the provision of an efficient and effective administrative service as directed by the Administrator or Deputy Chief Executive.

This list is not exhaustive and may be added to or amended from time to time.

PERSON SPECIFICATION

TRAINEE RECEPTIONIST

The person specification is a statement of the minimum standards required for the post to be performed at a reasonable level.

In short listing for interview, preference will be given to candidates who can demonstrate that they meet all the criteria for the post, however, this will not necessarily guarantee an interview as there may be a large number of candidates applying.

When completing the application form it is advisable to show how you have met the criteria, rather than simply stating that you have done so. For example, rather than stating "I have good verbal and written communication skills" you might state "I have made presentations on a number of occasions, regularly produced written reports" and so on.

Experience	Essential	Desirable
Experience of working in an office environment	•	
Experience of receptionist work in charity/non-profit setting		•
Skills and qualities		
Ability to compose routine letters and memos	•	
Ability to communicate clearly and with courtesy face to face and over the telephone	•	
Understanding, ability and willingness to work as part of a team and under the instruction of the line manager	•	
Ability to use the computer to type reports and relevant documentation	•	
Ability to work and agree priorities with guidance	•	
Understanding and knowledge		
Understanding of the receptionist/administrative function	•	
A respectful attitude to differences and an interest in learning about equal opportunities	•	
Personal attributes		
Flexible in approach	•	
Willingness to learn and to undertake training	•	