

BASE 51

Job Description

Title of post: Trainee Receptionist & Support Assistant

Responsible to: Administration Manager

Hours: 24 hours per week

Job Purpose:

To act as a welcoming and professional first point of contact for all visitors and young people attending and contacting Base 51, whilst providing support to all services through effective administrative and communication skills.

MAIN TASKS

1. To provide a welcoming environment for all visitors and young people entering the reception area.
2. To ensure all enquiries are dealt with promptly, directing to relevant services and colleagues as appropriate.
3. To engage and build a rapport with young people accessing Base 51.
4. Take primary responsibility for accepting and recording incoming telephone calls and emails, and communicating these effectively.
5. Provide general administrative support across all services, contributing to organisational aims and objectives.
6. Assist with the prompt processing of membership information and related data, in line with data protection and other related policies and procedures.

GENERAL

1. In all aspects of work, tasks will be carried out in a way that reflects the ethos of the organisation, which is open, respectful, un-oppressive and committed to equality of opportunity.

2. Ensure the maintenance of confidentiality on all levels in relation to agreed organisation policy.
3. Maintaining organisational policies including Safeguarding, Equal Opportunities and Health & Safety.
4. To undertake other tasks and duties, consistent with the organisation's objectives, as may be required.
5. Demonstrate a pro-active and enthusiastic approach to undertaking duties, identifying potential opportunities for improvement.

CORE TASKS

Communication

1. Be able to communicate and engage with young people appropriate to individual needs.

Safeguarding

2. To ensure the safeguarding of young people and children is paramount and act accordingly within Base 51 Policies and Procedures.

Sharing information

3. Ensure the maintenance, at all levels, of confidentiality in relation to agreed organisational policy.

ORGANISATIONAL RESPONSIBILITIES

1. To provide a welcoming environment for all visitors and young people attending and contacting Base 51.
2. To comply with all Base 51 policies and procedures.
3. To undertake other duties as required by the organisation as appropriate.

PERSON SPECIFICATION

Knowledge
Commitment to, and understanding of confidentiality and equal opportunities practice.
Basic knowledge of customer service principles and practices.
Basic knowledge of Microsoft Office applications including Word, Excel and Outlook.
Basic knowledge and general awareness of Health and Safety issues.

Skills

Good interpersonal and verbal communication skills.

Good organisational and time management skills.

Ability to work flexibly.

Good literacy and numeracy skills.

Experience

Experience of working in a customer service environment.

Experience of interacting with members of the public.