



BEDFORDSHIRE OPEN DOOR - JOB DESCRIPTION

Job Title:	Reception Administrator
Reporting to:	Operations Manager
Hours of work:	14 hours per week (or job share)
Location of work:	120 Tavistock Street, Bedford MK40 2SA
Salary:	£6,500 per annum
Contract:	1 year fixed term contract

Purpose of the Role

The Reception Administrator will work at Bedfordshire Open Door as part of a team managed by the Operations Manager. This is a busy role involving a range of administrative duties and the essential role of engaging with our clients and referrers in person, on the phone and by email.

Main Duties and Key Responsibilities

- Provide a welcoming reception to clients attending for counselling, accompanying persons and all others who use or visit the building
- Provide administrative and premises related support to the counsellors
- Ensure the building is open and ready for use before the beginning of each counselling shift
- Review messages / emails received by the office and take appropriate action
- Inform counsellors promptly of any messages relating to their clients.
- At the request of the counsellor, the Reception Administrator will write letters/emails to clients and /or referrers.
- Ensure the building is locked up and secure after the clients have left.
- Be familiar and competent in the use of all office systems, both manual and electronic.
- To process confidential counselling paperwork, filing and data input.
- The Reception Administrator will provide support to the Operations Manager and Clinical Manager by completing administrative tasks as requested.
- In addition to the agreed working hours, the Reception Administrator will be expected to attend staff meetings and occasional Administration Team meetings for support and training. These will be planned in advance.
- There is an expectation that the postholder will offer cover for holiday and sickness cover for other Reception Administrator. This is planned in advance.
- To value diversity: to actively promote and embed equal opportunities/anti-discriminatory practice
- To develop and maintain good communication and effective relationships with clients, colleagues and external partners
- To organise and prioritise varied workloads, plan effectively and work to tight deadlines
- To undertake other duties appropriate to the post as required