

BEDFORDSHIRE OPEN DOOR - JOB DESCRIPTION

Job Title:	Reception Administrator
Reporting to:	Operations Manager
Hours of work:	5-8pm Monday and Wednesday - 9.30am – 1.30pm alternate Saturdays
Location of work:	120 Tavistock Street, Bedford MK40 2SA
Salary:	£9.65 per hour
Contract:	Part time, Permanent

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 Administrators. 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

Reception Administrator

Person Specification

Experience/skill required	Criteria
Experience of using email, internet and word processing packages. Experience of using Office 365, Microsoft Word, Outlook and other Microsoft Office packages is desirable	Required
Ability to communicate effectively with people from a wide range of backgrounds	Required
Ability to multi-task, be organised, to manage and input data	Required
Proven organisational and time management skills	Required
Experience of providing administrative / reception support	Required
A commitment to Bedfordshire Open Door's vision of supporting and enhancing the lives of young people through counselling services	Required
Good people skills-- a calm and friendly manner with ability to manage a range of presenting situations	Required
An awareness of and ability to maintain the standards of confidentiality required by a counselling service	Required
Clear and professional telephone manner	Required
Experience of using social media	Desirable
Literacy and numeracy skills sufficient to prepare reports and to collect, collate and analyse data	Desirable
Able to work occasional evenings and weekends when required	Required
A commitment to equality and diversity	Required
Understanding of issues around confidentiality and data protection	Required