

Job Description

Title: Reception / Administrator

Summary/Purpose: To support the reception and administrative function of the team, completing administrative tasks, answering telephone calls and updating systems with relevant information.

Reporting to: Business Manager

Supervising: N/A

Duties and Responsibilities:

Specific

- Responsible for answering and transferring calls
- Ensure that messages are passed to the relevant members of staff as soon as practicable
- Ensuring a clean and tidy working environment
- Responsible for general offices duties, including, Filing, Photocopying, Faxing
- Assist the team with administrative tasks
- Dealing with incoming and outgoing post
- Ensure that centre security procedures are followed
- Supporting with the learner allowance processes
- Receive visitors in an efficient, courteous and friendly manner
- Support with managing the booking of all meeting rooms ensuring that best use of available space is made and business needs are met
- To support administration function of the business as required

General

- To ensure security of company assets
- To comply with all company policies and procedures
- To comply with the companies safeguarding policy & procedure
- To comply with Equal Opportunities Legislation and be proactive in challenging prejudice, discrimination and stereotyping.
- To implement in full the Company's quality policies and procedures.
- To consult the Company Health and Safety Policy with regards to their specific responsibilities as described in the general arrangements section
- To give consideration to their actions at work as to how they may affect the safety of Learners, clients and visitors to Company premises
- Support and demonstrate the organisations core values
- Ownership mindset. Demonstrates accountability and reliability, taking responsibility for own actions and timely achievement of KPI's.
- Co-operate with all staff to achieve a healthy and safe workplace and reporting any risks identified, at the company's or others premises, to the designated Health and Safety Officer.
- Other duties that may be identified from time to time by the Company.
- Attend relevant training / personal development programmes

Person Specification

	Essential	Desirable
Experience & Qualifications	Minimum two GCSE's Maths and English (Grade C and above)	Reception / Administration Experience
Skills	Interpersonal skills Strong written & verbal communication skills Planning and organisational skills Ability to work to deadlines and targets Working knowledge of Microsoft Packages	Fluent in Welsh
Knowledge		Safeguarding & Prevent Knowledge and understanding
Characteristics	Empowers others Demonstrates a passion for learning Demonstrates a commitment to inclusion Fosters growth by proactively improving processes and practices Self-motivated, self starter. Flexible in approach. Ability to work under pressure Reliable Enthusiastic Team player Willingness to learn new skills	