

**Job:** Head Office Host & Administrator

**Salary :** £20,073 – £25,073

**Reports to:** HR Services Manager

**Location:**

### **Who are we?**

Shaw Trust is a progressive charity on an exciting journey to help five times more people over the next five years. For over 30 years we have supported disabled and disadvantaged people to make positive changes to their lives through training and employment, and our ambitious plans need the right people to help us transform many more lives, in many more ways.

What we do is exciting, fulfilling and diverse and it's about to get even better. As well as employment services, we work with kids in schools, help offenders in prisons, and empower people to take part in activities that many of us would take for granted.

Working with us gives you far more benefits than a standard package; it gives you the chance to help turn someone's life around.

### **What we need?**

To provide a welcoming, friendly, efficient and effective 'front of house' reception and administration service for Corporate Services.

### **Are you right for the job?**

- Do you have a warm and friendly personality, and are happy in a customer-facing environment?
- Do you thrive in an environment that encourages you to find new ways to help people?
- Do you have strong organisational skills?
- Do you stay focused under pressure and comfortable working independently?

## Person Specification

### Job Title: Head Office Host & Administrator

(E = Essential D = Desirable)

#### Competencies

- Embraces change and drives continuous improvement **(E)**
- People centred in a commercial framework, takes accountability for results **(E)**
- Demonstrates a passion to further the charitable aims of the organisation and acts with integrity **(E)**
- Collaborates and unites with others behind the organisations mission **(E)**
- Provides a best in class service to all clients internal and external **(E)**

#### Technical competency (qualifications and training)

- Minimum of 5 GCSEs or equivalent. **(E)**
- Relevant previous administrative experience, including use of MS Office Suite (Word, Excel, Powerpoint & Outlook). **(E)**
- Previous experience in a customer service role **(D)**

#### Experience, Knowledge and Skills

- Excellent interpersonal, communication and presentation skills **(E)**
- Ability to engage, and relate well to individuals at all levels within the organisation **(E)**
- Customer Service focussed **(E)**
- Professional and efficient telephone manner. **(E)**
- Dynamic, self-motivated with previous experience of prioritising complex workloads. **(E)**
- Flexible approach and ability to cope with the varying demands of the role. **(E)**
- Ability to act on own initiative **(E)**
- Ability to work collaboratively as part of a team **(E)**
- Positive attitude to disability and an understanding of related issues **(E)**

#### Safeguarding

- Displays an awareness, understanding and commitment to the protection and safeguarding of young people and vulnerable adults. **(E)**
- Role requires a Criminal Records Bureau disclosure at Basic level. **(E)**

#### Other

- Have an understanding of and be able to demonstrate a commitment to Equal Opportunities and Diversity. **(E)**
- Awareness of Health & Safety issues. **(D)**
- Awareness of disability issues. **(D)**

## **Main Duties and Responsibilities**

To act as a professional 'front of house' ambassador and host for Corporate Services both through telephone and face to face interactions with callers and visitors.

To provide general office management support such as scheduling maintenance of water coolers and other office equipment where required

Ensure a friendly and efficient reception experience for any visitors, such as offering refreshments and an office tour.

Demonstrate a high level of customer service at all times and uphold the organisations reputation and values.

To ensure that the reception desk is manned at all times including the provision of adequate cover for lunch and holidays

To ensure that all incoming and outgoing calls are handled within the quality standards expected

To manage the Reception and Retail email inbox, ensuring all communications are responded too in a timely manner.

To be responsible for the security access of all visitors to the site including the management of visitors name badges and attendance records

Management of security badges for Corporate Services staff

To be responsible for maintaining a neat, professional and tidy reception area

Responsible for ensuring confidential information is secure at all times

To arrange for courier collections and deliveries and create the purchase orders for these through iTrust

To assist the Executive and Senior Management teams with the input of expense receipts as required.

To raise Order Requisitions for Retail and Bristol Head Office as required.

To be responsible for managing the attendance register and supporting the fire marshals as part of the emergency evacuation procedures

To provide ad hoc administrative support to other departments within the Trust including employee name badges

Data input for the Gift Aid Scheme

To be responsible for dealing with printing requests, and the purchase of stationery and provisions for the Bristol Head Office, ensuring orders are placed and all supplies maintained at appropriate levels

To place Retail stationary & other supplies orders & post to individual sites as required.

To set up individual Retail Volunteers on the Expenses system as required.

As required, to monitor the Customer Care email inbox and acknowledge any emails received requiring attention.

To be responsible for ensuring all outgoing post is franked and ready for collection each day by the post office including special deliveries

Registering of contracts on the Contract Database and filing securely in the safe

Undertake any other duties as directed by line manager

## **Other**

1. To undertake any further training as identified in the Shaw Trust review procedures.
2. Ensure that safe working practices are followed in respect of COSHH and other Risk Assessment control measures.
3. Employees must comply with the provisions of 'The Health and Safety at Work Act 1974' and must take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts of omissions whilst at work. Employees are also required to co-operate with their employer to enable them to perform or comply with any statutory provisions. The Trust's efforts to promote a safe and healthy working environment can only succeed with the full co-operation of its employees.
4. To understand, comply with and promote Shaw Trust's safeguarding policy and procedures. It is the responsibility of all employees to make the working environment safe and secure for all. Everyone must adhere to the 5 Rs in relation to possible abuse: Recognition, Response, Reporting, Recording and Referral. The Trust can only ensure its dedication to the protection of vulnerable people with the full cooperation of its employees.
5. The Trust has an Equality and Diversity Policy and it is the responsibility of all staff to comply with this. The key responsibilities for staff under this Policy are set out in the Trust Code of Conduct.
6. To maintain the confidentiality about clients, staff and other Trust business. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognised course of duty. The post holder must meet the requirements of the Data Protection Act at all times.

7. To maintain awareness of risk and to take personal responsibility for ensuring that the Trust is not unnecessarily exposed to risk. To report any issues or concerns relating to risk and the effectiveness of the Trust's risk management arrangements.
8. Be aware of, promote and implement Shaw Trust's Risk, Quality and Information Security Management Systems.
9. To report to line manager, or other appropriate person, in the event of awareness of bad practice.
10. Recycle and manage energy within your environment.