



JOB DESCRIPTION

Post: Receptionist/Administrative Assistant

Salary: £15,994 p.a. (fixed at point 13)

Hours to be worked: 36.25 hrs per week

Responsible to: Finance and Administration Manager

1. Purpose of Job

To act as the Receptionist in the main Health in Mind office, providing clerical and administrative support for Health in Mind services. This post is part of the Health in Mind Central Services Team.

2. Front Line Duties

- 2.1 To provide the first point of contact for all visitors and callers, recognising and meeting their needs sensitively and effectively.
- 2.2 To manage incoming calls and forward (seeking information on mental health resources) to appropriate services.
- 2.3 To maintain effective, electronic appointment and room booking systems for staff based in the main Health in Mind office.
- 2.4 To maintain office equipment and supplies.
- 2.5 To provide clerical and administrative support to all Health in Mind services.

3. Major Tasks

- 3.1 To receive and welcome visitors and inform relevant staff of their arrival. To offer refreshments and make callers feel relaxed and welcome.
- 3.2 To answer the telephone, deal with enquiries, transfer calls, take and pass on messages. Cancel appointments for staff if necessary.
- 3.3 To be a contact point for service users, volunteers and potential users and volunteers.
- 3.4 To assist in the production, collation and maintenance of information leaflets, ensuring that the information stand remains well-stocked and the notice board is kept updated.

- 3.5 To enter all relevant details in the electronic appointments and room-bookings diaries and pass information to relevant staff when necessary.
- 3.6 To produce weekly movement charts for managers and monitor their whereabouts, remaining aware of the who the Duty Manager is on a daily basis.
- 3.7 To assist in the use of office equipment and report problems or faults to the Finance and Administration Manager.
- 3.8 To order stationery and other office supplies, including negotiating with suppliers within agreed limits. Maintain the stationery store cupboard.
- 3.9 To operate the franking machine, ensure the supply of stamps and ensure the office mail is posted.
- 3.10 To produce letters and other documents in accordance with the Health in Mind standards.
- 3.11 To file documents in accordance with existing systems.
- 3.12 To photocopy documents and assist other members of staff with photocopier when necessary.
- 3.13 To assist in maintaining and updating records and databases.
- 3.14 To organise mailings.
- 3.15 Produce and mail letters for services as required.
- 3.16 To take responsibility with colleagues for ensuring that all Health and Safety requirements are met and policies complied with, using initiative where required.
- 3.17 To act as Fire Marshall.
- 3.18 Other appropriate duties as and when required.

4. Support and Supervision

- 4.1 Individual monthly supervision and annual appraisals are provided by the Finance and Administration Manager.
- 4.2 The Receptionist/Administrative Assistant will attend the monthly Central Services Team meetings.

5. Additional Information

This post is subject to a Basic Disclosure.

Full-time employees are entitled to 42 (working) days holiday per calendar year, inclusive of public holidays.

Health in Mind will pay 3% of salary towards a pension with our preferred provider.



PERSON SPECIFICATION RECEPTIONIST/ADMINISTRATIVE ASSISTANT

1. Knowledge – desirable

- 1.1 Knowledge of ordering and maintaining office supplies.
- 1.2 Knowledge of electronic appointment/booking systems.
- 1.3 Knowledge of mental health issues.
- 1.4 Knowledge of the voluntary sector.

2. Skills & Abilities – essential

- 2.1 Good interpersonal and communication skills.
- 2.2 Excellent listening skills.
- 2.3 Excellent organisational skills along with the ability to deal with a variety of tasks at the same time.
- 2.4 Good working knowledge of Microsoft Office applications.
- 2.5 Ability to work alone using initiative.
- 2.6 Work well within a busy team.

3. Experience – essential

- 3.1 Experience of carrying out Reception work.
- 3.2 Operating telephone systems and dealing with telephone enquiries.
- 3.3 Word processing, including preparation of letters and reports.
- 3.4 Carrying out clerical tasks e.g. filing.
- 3.5 Prioritising and managing own workload

4. Experience – desirable

- 4.1 Minute taking.
- 4.2 Designing leaflets and flyers.