



## **JOB DESCRIPTION**

**POST:** Receptionist

**LOCATION:** RPT, London

**RESPONSIBLE TO:** Director of Fundraising

**DBS CHECK:** Subject to child and adult workforce regulations

### **JOB PURPOSE:**

To provide an effective and efficient reception service and offer administrative support as and when required.

### **KEY RESPONSIBILITIES:**

- Ensure the switchboard is answered efficiently and in a professional, polite and timely manner.
- Ensure all messages are taken and passed on accurately.
- Carry out general administration duties e.g. photocopying, electronic filing etc.
- Prepare and produce a variety of documents, including letters, registers, e-mails, presentations and reports etc. to people internally and externally.
- Distribute received mail and prepare mail and post each evening.
- Receive, record and help visitors providing name badges as required.
- Receive and send information electronically where necessary.
- Monitor the attendance by Volunteers and the clients they are working with, ensuring that they are made aware of any changes in appointment times/schedules.
- Help to arrange meetings and events, including monitoring attendance, arranging for catering and prepare / provide refreshments as and when requested.
- Maintaining a high standard of presentation and cleanliness in the reception areas.
- Ensure any Card payments are submitted to finance at the end of every day.

## **TEAM WORK**

- Participate with other staff in providing a broad range of activities and services.

## **QUALITY, HEALTH & SAFETY**

- Share responsibility for good health & safety practices, including participating in fire drills and risk assessments and reporting to Line Management any matters of concern.
- Undertake all duties in accordance with P3's's policies, with particular reference to the Equal Opportunities, Safeguarding Health & Safety Policies and GDPR and work towards their continuing development and implementation.

## **DEVELOPMENT**

- Undertake the Staff Induction Programme and assist, as requested, in the induction and training of new staff, students and volunteers.
- Participate in staff meetings, supervision meetings, training, team development sessions and other meetings as required, reporting back to the team as appropriate.
- Undertake development activities as necessary and appropriate to the role.

## **DELIVERING EQUALITY**

- Foster the equality, diversity and rights of others by ensuring people are respected and valued as individuals
- Promote the rights and needs of people who use RPT services in the community.
- Work within the framework of P3's equality and diversity policy at all times.

## **OTHER**

- Undertake such other duties appropriate to your role, as may be required from time to time.
- Undertake all duties in accordance with all P3's policies and work towards their continuing development and implementation.
- The employee may on occasions, and in necessary circumstances, be called upon to undertake work in other locations in order to ensure RPT's commitments to clients are fulfilled.

*All job descriptions are subject to periodic review.*

*This job description covers the range of duties required. It is P3 policy to, wherever possible, reach agreement in changes, however if this is not possible, P3 reserves the right to change the job description in line with the needs of the organisation.*

Receptionist – EC/GH/51

**Receptionist  
PERSON SPECIFICATION**

	<b>Essential</b>	<b>Desirable</b>
<p><b>Values</b> Must be able to demonstrate the following values;</p> <ul style="list-style-type: none"> <li>• Recognise and value all aspects of equality and diversity</li> <li>• Understanding of and commitment to the importance of accessing training, learning and development opportunities</li> <li>• Understanding of those who use our services being enabled to have greater opportunities to exercise their rights</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p>	
<p><b>Experience</b></p> <ul style="list-style-type: none"> <li>• Some experience/ training in general administration/reception work</li> <li>• Some experience of dealing with customer enquiries on the telephone.</li> <li>• Some experience of working with children and young people</li> </ul>	<p>✓</p>	<p>✓</p> <p>✓</p>
<p><b>Knowledge and Understanding</b></p> <ul style="list-style-type: none"> <li>• Good level of knowledge and understanding regarding information technology</li> </ul>	<p>✓</p>	
<p><b>Skills and Abilities</b></p> <ul style="list-style-type: none"> <li>• Must have ability to and be prepared to use computers for: <ul style="list-style-type: none"> <li>• E Mail</li> <li>• Word Processing</li> <li>• Database</li> <li>• Excel</li> </ul> </li> <li>• Good telephone skills</li> <li>• Good verbal and written communication skills</li> <li>• A welcoming approach to visitors and the ability to communicate effectively with all RPT members, volunteers and staff</li> <li>• Good time management and organisational skills</li> <li>• Ability to organise and prioritise own workload</li> <li>• The ability to produce clear, concise and accurate work</li> <li>• Ability to work as part of a team and also use your own</li> </ul>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	

initiative		
<b>Qualifications</b> <ul style="list-style-type: none"> <li>• Relevant IT qualification</li> <li>• NVQ Level 2 or 3 in an administrative or youth work field</li> <li>• There must be substantial evidence of commitment to personal and career development relevant to the post.</li> </ul>	✓	✓ ✓