



## Job Description

<b>JOB TITLE:</b>	Receptionist
<b>HOURS:</b>	20 <sup>1</sup> / <sub>2</sub> hours per week 8:30am – 5:30pm Monday & Tuesday 8.30am - 1pm –Wednesday
<b>RENUMERATION:</b>	£10.90 per hour (20.5 hours per week)
<b>ACCOUNTABLE TO:</b>	Manager
<b>DURATION:</b>	Part Time - (subject to satisfactory completion of probationary period)

The Receptionist is the crucial first point of contact for members of the public, service users, and visitors. As well as being the welcoming 'face and voice' of Fermanagh House. This role extends beyond that of a traditional receptionist to also providing front of house and general office duties, admin support, cleaning, room set-up and cleaning.

### Objective of the Job:

To provide Reception, Secretarial and Facility support services in Fermanagh House

### Duties:

1. First point of contact. To meet and greet members of the public and visitors to Fermanagh House in a friendly and courteous manner, and to assist / direct where necessary in an efficient manner.
2. Book meeting rooms and maintain the meeting room's diary.
3. To provide administrative and secretarial support (including, but not limited to typing/word-processing, photocopying).
4. To receive oral and written messages at reception and to relay such to appropriate person.
5. Prepare / set-up / clean meeting rooms to facilitate users.
6. Prepare and assist with the provision of hospitality.

7. Look after all communal areas, including kitchen / toilets and keep clean and tidy.
8. To respond to clients'/staff requests for information and inform clients of available products/services within.
9. To provide good business relations with clients and staff.
10. To send, receive and respond to emails.
11. To maintain a tidy and safe working environment in Reception meeting rooms and other communal areas.
12. To operate booking/appointment systems for Fermanagh House as requested.
13. To maintain filing system.
14. To collect and maintain statistics and other information as directed.
15. To maintain confidentiality in all dealings with staff and visitors.
16. To carry out photocopying for clients and to provide relevant information to the Accounts department to facilitate billing.
17. Maintaining daily sign-in registers supporting compliance with Health & Safety Policy.
18. Contribute and assist in the smooth running of Fermanagh House

### **OTHER**

- To undertake any other duties and responsibilities which will assist in the achievement of The Fermanagh Trusts objectives.
- To demonstrate flexibility in the execution of duties as part of a small team.
- To conform at all times to the Trust ethics and values
- On occasions work may involve some evening / weekend hours.

## Personnel Specification – Receptionist (Part-time)

	Essential	Desirable
1 Physical	<ul style="list-style-type: none"><li>› Good personal presentation</li></ul>	
2 Attainments	<ul style="list-style-type: none"><li>› Typing and/or word-processing qualifications &amp; experience</li><li>› 6 months admin experience</li><li>› Competent in Office package e.g. word, email, excel</li></ul>	<ul style="list-style-type: none"><li>› NVQ II in Administration</li><li>› Experience of multi-line telephone system</li><li>› Customer care experience</li></ul>
3 Motivation/Adjustment	<ul style="list-style-type: none"><li>› Initiative and drive</li></ul>	<ul style="list-style-type: none"><li>› Ability to cope with complex demands</li></ul>
4 Special Aptitudes	<ul style="list-style-type: none"><li>› Excellent communication skills (oral &amp; written)</li><li>› Ability to work with minimum supervision</li><li>› Organised and accurate</li><li>› Ability to multi-task and work under pressure</li></ul>	
5 Interests	<ul style="list-style-type: none"><li>› Knowledge of local voluntary/community organisations</li></ul>	<ul style="list-style-type: none"><li>› Evidence of involvement in groups socially</li></ul>
6 Disposition	<ul style="list-style-type: none"><li>› Honest</li><li>› Enthusiastic &amp; possess a positive attitude</li><li>› Friendly personality and relates well to others</li><li>› Ability to maintain composure in high press and fast paced environment</li><li>› Able to maintain confidentially</li></ul>	
7 Circumstances	<ul style="list-style-type: none"><li>› Assurance on daily punctuality</li><li>› Flexible working arrangements</li></ul>	