**Job Description**

**Job Title:** Administrator/ Receptionist

**Responsible to:** Office Manager

**Based At:** King’s Court, King Street, Bristol BS1 4EE

**Salary:** Band 3 - £17,062 to £19,439

## Job Purpose/Summary:

## Provide efficient and high quality reception and administrative support to all services within the organisation. Be first point of contact for telephone, email and visiting clients and visitors.

## Giving information and signpost to ARA services and drop in sessions to ensure clients are empowered to access services as appropriate to their needs.

## Provide training and support to volunteer administrators and apprentices, encouraging development and of skills and confidence in undertaking reception and administration duties.

Work as a member of the administration team, taking on individual responsibilities as directed.

**MAIN TASKS**

Provide an efficient and professional reception service to telephone callers and visitors to ARA offices.

* Directing phone calls as appropriate to colleagues, voicemail or taking messages.
* Processing incoming and outgoing emails, passing on emails as appropriate.
* Checking main ARA voicemail and dealing with messages as appropriate.
* Allow access to visitors, whilst maintaining office security, through use of intercom systems.
* Signpost callers and visitors to ARA services or alternative services if ARA is unable to assist.

Ensure that offices are supplied with provisions required for day to day running of services.

* Maintain stocks of groceries
* Maintain stocks of stationery
* Complete ad hoc ordering requests as directed by the Office Manager

Complete data entry tasks to meet contract requirements and the needs of the services.

* Gambling Services
  + Book assessment appointments
  + Complete data entry for Gambling Services in line with contract requirements
  + Cover the lunch breaks so reception is always manned
  + Send texts to remind clients of appointments
  + Room bookings
  + On occasions send Gambling information to organisations
  + Input feedback forms
* Housing Services
  + Provide administrative and reception support as required to meet the needs of the service.
  + Liaise with Housing Management team to ensure keys are available to contractors, recorded and returned in line with Housing Management requirements.
  + Have a working knowledge of Housing Support Register to be able to provide cover for Housing Administrator during periods of absence.
  + Inputting forms
  + Sending out client letters
* ARC Cafe
  + Complete data entry of daily sales to enable analysis of data to inform organisation developments.
  + Provide administrative support to ARC Life project e.g. photocopying, laminating etc.

Manage the archiving of client files for all services, past and present. Ensure files are recorded and archived in line with ARA's Control of Documents Policy.

Maintain and improve office systems to meet the needs of the organisation. Including diary management, room booking, filing systems, incoming and outgoing post and other ad hoc items.

## Other

* Participate in staff and team meetings throughout ARA as required.
* Meet regularly with line manager for supervision and support.
* Undertake training as required and agreed with line manager.
* Represent ARA in a way that is consistent with its philosophy and always work within ARA’s agreed policies and procedures.
* Respect at all times, within the operational guidelines, the confidentiality of clients.
* Observe at all times ARA’s Diversity Policy.
* Observe the organisation’s Health & Safety at Work Policy and at no time act in a way which might jeopardise the health or safety of any client, employee or visitor to ARA.
* Undertake other duties and responsibilities in keeping with the nature of this post as maybe required from time to time.