



Job Description

Job Title: Receptionist

Reports to: Convent Administrator/Reverend Mother PA

Based in service: Oaklea Convent

Date: 19th April 2024

Job Purpose:

To provide administrative and receptionist support for the Convent. As receptionist you will be the first point of contact for visitors to the convent and will demonstrate the values of the sisters of Mercy. You will complete all front of house administration processes.

Objectives	Typical Tasks
<p>Carry out full range of administrative / receptionist duties to support the smooth running of the service.</p>	<ul style="list-style-type: none"> - Word processing, Scanning, Filing, Photocopying - Handle telephone enquiries in a professional and courteous manner and direct callers appropriately - Accurately record and relay messages for appropriate persons - Receive visitors to the service, making all necessary arrangements to ensure their needs are met - Ensure all visitors sign in and out of the visitors book - Observation of CCTV to allow access to visitors via front door and electronic gate - Prepare and serve morning coffee for the sisters - Prepare and serve refreshments to visitors to the convent - Follow procedures for handling in-coming mail and despatching out-going mail. - Ensure all medication is given to correct departments/Sisters – checking for any that need to be refrigerated. - Maintain diaries - Organise travel arrangements - Place orders for stationery and process delivery notes, ensuring adequate stocks are maintained - Order / Maintain office equipment and ensure servicing of machinery, as required - Conduct administration for social / fundraising / training events - Keeping the adjoining kitchen clean and tidy - Prepare for / serve at any functions held

Participate in meeting situations in order to facilitate the timely communication of discussion outcomes	<ul style="list-style-type: none"> - Take accurate minutes in a variety of meeting situations - Word process accurate minutes and distribute finalised copies to relevant parties within agreed timescales (remove)
Update and maintain organised filing / recording systems to ensure the timely availability of required information	<ul style="list-style-type: none"> - Update and maintain efficient filing systems / databases for recording / retrieving information - Maintain archive information systems, ensuring confidential information is handled following organisational procedure (remove)
Be aware of your responsibilities under the charity's Health and Safety policy, taking all possible steps to ensure a safe working environment	<ul style="list-style-type: none"> - Maintain a safe working environment - Report all incidents or potential hazards
Implement and adhere to internal and external policies and standards	<ul style="list-style-type: none"> - Ensure relevant standards are followed at all times and maintained - Maintain good working knowledge of relevant standards in order to implement safely and appropriately
Continuous self development to ensure knowledge and skills are relevant to the service	<ul style="list-style-type: none"> - Keep up to date with skills and knowledge - Attend mandatory training - Attend other training and development actively where appropriate - Participate in development reviews - Read and seek to understand all relevant communication e.g. staff handbook, written communication - Attendance at staff briefings
Actively support the vision, philosophies and values of the Charity and the sisters of Mercy	<ul style="list-style-type: none"> - Promote the core values of the charity i.e. respect, hospitality, compassion, and that of the sisters of mercy - Act in a non-discriminatory manner - Maintain confidentiality at all times - Undertake any other duties that are in keeping with the values of the charity that you have the skill/ability to carry out
Person Specification	
<u>Essential</u> <ul style="list-style-type: none"> - An ability to demonstrate the core values of the charity - Good word processing skills - Proven experience in an office environment - Ability to prepare and take minutes - Working knowledge of Microsoft Office packages, particularly Word, Excel and Outlook - Good interpersonal skills - Good communication skills (written and verbal) - Ability to prioritise and manage own 	<u>Desirable</u> <ul style="list-style-type: none"> - NVQ Level 2 in Business Administration or equivalent - Experience of working with vulnerable people with support / care needs

workload

- Excellent organisational skills
- Numerate
- Accurate recording skills
- Good problem solving skills