

JOB DESCRIPTION



JOB TITLE:	Administrator/ Receptionist
DEPARTMENT:	Property & Facilities
REPORTING TO:	Head of Property & Facilities
ACCOUNTABLE FOR:	None
HOURS:	18hpw
LOCATION:	Kilburn

Job Overall Objective

- a) To provide comprehensive, professional and effective high quality administrative support to the Ruach City Church (RCC) Property & Facilities team and relevant stakeholders, in accordance with best practice and RCC/Order My Steps Ltd operational standards.
- b) Responsible for all team administration, first point of contact for all general enquiries and as such the face of the team, providing professional, efficient and friendly customer service and ensuring all matters are dealt with in a timely effective manner.

KEY TASKS / MAIN DUTIES

a) Development responsibilities

Aiming for Excellence

1. Develop the administration systems and procedures for assigned area of responsibility, including refinements to computerised management information systems (e.g. databases, spreadsheets) and manually held information and processes.
2. Manage assigned administrative projects, by organising and coordinating requirements, planning and meeting schedules, and monitoring and feeding back results/outcomes.
3. Ensure reception is highly welcoming, responsive and customer focused to all visitors, and provide front line reception service to visitors and telephone callers, answering questions and responding to queries using own initiative on a range of subjects in a courteous and efficient manner, either in person, in writing or by telephone.
4. Deliver a high standard of administration performance in assigned area of responsibility against the department goals and performance targets.
5. Adhere to the department policies and procedures, in order to maximise robust administrative processes and procedures, utilising appropriate administration tools to improve efficiency.
6. Deliver on compliance within administration standards, e.g. data protection regulations, confidentiality, customer service best practice and in-house policies.
7. Remain abreast of developments within own department/team in order to ensure administration support is informed, current and efficient.

Working Together

8. Establish and maintain good working relationships with RCC colleagues, volunteers and stakeholders to ensure department/team plan is delivered to agreed targets.
9. Provide accurate, easy to understand administration information, reports or presentations, which may be requested by line manager, senior management or stakeholders.

Acting with Integrity

10. Provide effective historical reference by utilising and keeping up-to-date secure and confidential IT and paper filing systems for RCC records, databases and information systems.

b) Operational responsibilities

Aiming for Excellence

1. Manage assigned administrative projects, by organising and coordinating requirements, planning and meeting schedules, and monitoring and feeding back results/outcomes.
2. Improve administrative service quality; assist in updating procedures and processes; deliver on effective, up-to-date and efficient administrative working practices.
3. Provide a highly welcoming, responsive and customer focused service to all visitors, and provide front line reception service to visitors and telephone callers, answering questions and responding to queries using own initiative on a range of subjects in a courteous and efficient manner, either in person, in writing or by telephone.
4. Ensure that our service users are provided with the information required for the department/team's administration services and processes.
5. Ensure compliance with data protection legislation and in-house policies.
6. Regularly update and manage assigned lists, databases, records, handbooks, charts, ensuring information held is correct and up to date.
7. Process incoming and outgoing post, as assigned, and its effective daily distribution.
8. Research and provide concise information as requested, ensuring any procurement of services, goods, products and office supplies are approved and processed according to in-house procedures.
9. Manage internal and external meetings, as requested, arranging refreshments and catering as required, appropriate documents/presentations/reports and provide note taking if required.

Working Together

10. Provide general assistance, support and cover in the day to day operation of the assigned department/team area, developing sufficient knowledge to provide cover for the key responsibilities of other Administration staff within RCC.
11. Provide administrative and general support to team Manager(s) ensuring compliance with Health & Safety regulations.

Acting with Integrity

12. Maintain equipment and resources for own department/team and that stocks and supplies of consumables are ordered and accounted for.

c) Financial management:

Acting with Integrity

1. Process purchase order numbers and verify invoices within budget in a timely manner and within the financial procedures and processes.
2. Manage or assist in the processing of petty cash requests, as assigned.

d) People management

Working Together

Assist in the supervision, training and support of team volunteers.

e) Customer Service Standards

Aiming for Excellence

1. Develop, communicate and maintain customer service excellence for the services and processes, utilising Ruach City Church's AWARE values.
2. Deliver and promote a welcoming, professional, helpful and efficient approach to staff and volunteers when dealing with all personnel on the telephone, face-to-face, by email and through all communication forums.

3. Deal with complaints or complex cases effectively.
4. Participate in achieving service standards and key performance indicators / goals.
5. Act as a role model in service delivery to all personnel.
6. Represent the organisation in a professional manner in all activities and in line with organisation values.

Reception

7. Greet and welcome visitors professionally to the building, ensuring they sign in the visitor's book, are provided with a visitor's badge and informing the relevant member of staff of their arrival, and keep appropriate records of visitors signing in and out.
8. Monitor and ensure that the reception area is kept tidy and projects a business-like image.
9. In the event of a fire and/or any other emergency requiring staff to leave the building, be responsible for ensuring that the visitor's book is removed from Reception and taken to the outside meeting point.
10. Check and sign for deliveries, and inform the relevant member of staff of their arrival, and ensure deliveries are stored appropriately.

Telephone

11. Deal with all telephone calls professionally and timely, e.g. welcome greeting, providing efficient information, signposting calls to appropriate staff, announcing callers, taking brief messages and passing these on via the email system or connecting callers to staff members personal direct line voicemail, and ending calls appropriately.

f) General:

Aiming for Excellence

1. Demonstrate, communicate and promote Ruach City Church's AWARE values in all areas of the role, policies, procedures and processes.
2. Proactively identify problems/challenges directly relating to Ruach City Church services and offer creative solutions for them.
3. Comply with Ruach City Church's health and safety policy, reporting any matters of concern to the Health and Safety representative.
4. Promote the best interest of Ruach City Church, its networks and its policies in all areas of work.
5. Undertake self-development and learning opportunities as required for the development of the role. Keep abreast and up-to-date of professional development issues, legislative changes and best practice
6. Carry out any other duty commensurate with this role at the request of the department/team manager or Senior Management.

Working Together

7. Attend staff meetings and training and other meetings as appropriate to the role.

Acting with Integrity

8. Ensure 'best value' purchases are achieved and maintained.

Respecting each Other

9. Actively promote Ruach City Church's Equality and Diversity policy and practices in all aspects of duties relating to guests, staff, contractors, consultants, customers and general public.

Job Dimensions

Stakeholders:	a) All employees b) RCC volunteers and congregation c) General public / community
Assets:	Operational responsibility for team equipment and resources
Information:	Operational responsibility for administration & team information
Legal or compliance:	Ensuring compliance with data protection legislation and confidentiality

PERSON SPECIFICATION

JOB TITLE:	Administrator/ Receptionist
DEPARTMENT:	Property & Facilities
REPORTING TO:	Head of Property & Facilities
ACCOUNTABLE FOR:	None
LOCATION:	Kilburn

	Essential	Desirable
Knowledge & Qualifications		
Administration knowledge and ideally a minimum Level 3 Qualification in a relevant field (e.g. office skills, business administration)	✓	
Good knowledge of all Microsoft Office Applications – in particular Word, Outlook, Excel	✓	
High level of computing skills and confidence, including familiarity with specialist databases and ability to undertake online research as required	✓	
Good level of literacy, including ability to draft correspondence and summarise information and copy edit reports	✓	
Good level of numeracy, including ability to maintain basic financial records, undertake basic calculations, and maintain accurate stock records	✓	
Ideally additional knowledge that is relevant to the specific administration role applied for (e.g. hiring of property and organising of transport)		✓
Experience		
Experience of working with volunteers, or relevant experience of working with people with diverse needs and abilities		✓
1 years'+ experience of working within an office environment in Administration and front line	✓	
Experience of delivering customer excellence to service users, staff, customers, suppliers and stakeholders	✓	
Experience and evidence of developing and implementing initiatives to support organisational plans and develop high performance	✓	
Skills		
Excellent customer service skills	✓	
Ability to problem solve, delivering clear solutions/outcomes and good decision making	✓	
Excellent communication skills verbal and written with an excellent telephone and customer service manner	✓	
Ability to prioritise a conflicting workload efficiently and achieve demanding deadlines	✓	
Excellent time management, organisational, planning and implementing skills	✓	
Proactive in identifying problems or areas in need of improvement and providing solutions resulting in continuous improvement	✓	
Ability to proficiently use to intermediate/advanced level a range of software packages including Microsoft Office, specifically Word, Outlook and Excel	✓	
High level attention to detail, accuracy and quality management skills	✓	
Ability to establish and maintain good working relationships at all levels of the organisation	✓	
Team player with the ability to work well with others in a multi-denominational and multi-site context, and contribute to a positive team environment.	✓	
Sound numerical and financial skills	✓	

	Essential	Desirable
Highly motivated, able to work independently to high standards and under own initiative	✓	
Commitment		
<u>Professional/Policies</u>		
Commitment to deliver excellent customer service	✓	
Demonstrate and promote Ruach City Church's AWARE values in all areas of work and role	✓	
Adhere and promote Health and Safety legislation and polices	✓	
Adhere and promote Ruach City Church's equality and diversity policies	✓	
Commitment to work consistently to accepted practice, policies and procedures	✓	
Commitment to demonstrate and promote strict confidentiality and data protection principles	✓	
<u>Personal</u>		
A lifestyle in choices, words and practice demonstrating characteristics that are in harmony with Christian values, including reliability and integrity	✓	
Agreement with Ruach City Church values	✓	
Demonstrates a commitment to the process of continuous improvement and positive change	✓	
Willingness to travel between Ruach City Church locations and wherever reasonably required for the role	✓	