**Job Description – Administrator / Receptionist – East Ayrshire CAB**

**Job Title:** Administrator / Receptionist  
**Responsible to:** Offices Manager  
**Salary:** £21,000 - £24,000 (pro rata) depending upon experience  
**Work Pattern:** 15 – 35 hours per week (part-time or full time), please indicate your preferred working hours when applying.  
**Location:** Based in our Cumnock Bureau, with occasional travel to Kilmarnock Bureau.

**Purpose of role**

To be responsible for the day-to-day delivery of reception services at our Cumnock Bureau and provide administrative support to the Bureau and Offices Manager as required.

**Main duties and Responsibilities**

**Reception**

* Ensure reception area is presented to a high standard.
* Provide a professional and welcoming greeting for all staff, clients & visitors to ensure they have a positive experience
* Provide a prompt, courteous and professional greeting to all telephone callers, signposting appropriately, collecting all relevant information
* Oversea coordination of clients and visitors to the building ensuring correct procedures are followed
* To manage booking of interview rooms
* Support clients to obtain all relevant information and paperwork to enable them to engage and progress with advice.
* Provide information about the Bureau to clients from a diverse range of backgrounds and cultures, where appropriate details of other agencies, point out leaflets / factsheets
* Work collaboratively with other colleagues and strive to provide a service that is based on sensitivity, confidentiality and respect for clients.
* Obtain and accurately record client details and all other relevant information on the Citizens Advice case recording system.
* Liaise with the Bureau Advisors and Volunteers to support the client journey to receiving face to face advice in a confidential and timely manner.
* Ensure that all client contact is undertaken in accordance with advice quality and membership standards and in accordance with internal policies and procedures.
* Signpost or refer clients to other services and organisations as appropriate.
* Maintain complaints procedures in accordance with organisational policy.
* Ensure Health & Safety requirements with regard to testing the fire alarm and conducting emergency evacuations exercises are adhered to.

**Administration**

* Use of telephony, emails and IT equipment for multichannel delivery of advice services.
* Create, maintain and archive paper and electronic filing systems in accordance with the organisation’s systems and procedures.
* To support the administration of the regular ordering of stationery and office provisions.
* Manage the incoming and outgoing post.
* Provide administrative support as required, including accurately recording initial paperwork, preparing correspondence, photocopying, scanning and booking appointments
* Ensure that all work conforms to our organisation’s systems and procedures
* Support the Offices Manager with other ad-hoc administrative tasks as requested and in keeping with the role.

**Professional learning and development**

* Keeping up to date with policies and procedures and undertake
* appropriate training
* Prepare for and attend team meetings/staff meetings as appropriate
* Contribute to a positive working environment in which equity and diversity are well managed, dignity at work is upheld and staff (paid and volunteer) can do their best.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Work co-operatively with other staff and volunteers to develop good relationships and raise awareness of the advice service.

**Person Specification – Administrator / Receptionist**

**Skills, Experience and Qualifications**

**Mandatory**

* IT proficient with the ability to use Word, Excel, MS Teams, outlook and maintain electronic diaries, together with a willingness to use other applications with relevant training as required.
* Ability to handle confidential information sensitively and securely
* Excellent organisational and time management skills
* High level of accuracy and attention to detail
* Good verbal and written communication skills
* Ability to work independently and manage workload with minimal supervision
* Willingness to learn and adapt to new systems and processes
* Team-oriented approach and willingness to support colleagues

**Desirable**

* Previous experience working in a charity or third sector setting
* Experience of following set procedures and amending procedures to improve processes and running of a busy reception
* Experience in a similar administration or receptionist role
* Ability to implement administrative procedures in a busy work environment whilst making full use of IT systems, packages and electronic resources.
* Proven ability to organise, prioritise, work under pressure and multi-task a varied workload with minimal supervision.

**Additional Requirements**

* This post is subject to a satisfactory Basic Disclosure check
* Occasional travel within East Ayrshire may be required