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JOB DESCRIPTION

**Job Title: Receptionist/Administrative Assistant**

**Location:** 11, Holmview Terrace, Omagh, Co. Tyrone, BT79 OAH

**Accountable to:** General Manager

**Reports to:**  Co-ordinator of Operational Services

**Working pattern:** Full time OR two part time posts to cover Monday – Friday, 9am-5pm (35h), days to be agreed.   
Occasional evening and weekend work is required

**Salary:** £18,965 - £21,840 (under review) pro rata. Starting salary position will be based on experience and qualifications.

**Pension:** A workplace pension scheme is in operation in accordance with Government Auto Enrolment Regulation NI 2012. The scheme is provided by Workers Pension Trust.

**Annual Leave:** 23 days per annum plus 10 statutory holidays (pro rata).

**This post is funded by the Mental Health Support Fund**

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**The main duties associated with this post are listed below. These duties will be carried out under the direction of the Co-ordinator of Operational Services (COOS) in the context of agreed Terms and Conditions of Employment.**

**MAIN DUTIES AND RESPONSIBILITIES**

1. **Job Purpose**
   1. To ensure that all visitors and clients are received in a welcoming, professional and sensitive manner, and that all enquiries and correspondence are directed appropriately and in a timely manner.
   2. To provide assistance and administrative support to all areas of the organisation under the direction of General Manager / Co-ordinator of Operational Services.
   3. Undertake administrative duties to support the finance function and funders’ requirements as directed by the COOS and General Manager.
2. **Reception & General Administration**
   1. Receive, in a welcoming, sensitive and professional manner, those who come to the Centre. This includes informing appropriate Centre personnel of the arrival of clients, visitors and service providers etc.
   2. Attend to telephone related duties which includes answering calls promptly in a professional manner, transferring calls to other Centre personnel, and operating the electronically controlled rear door mechanism.
   3. Attend to the clerical and financial duties associated with reception. This includes maintaining relevant databases, and keeping accurate records of all financial transactions handled at reception such as petty cash, course deposits and other daily income.
   4. Maintaining a high standard of organisation in filing and archiving.
   5. Additional ad hoc tasks to support the management team as required.
3. **Communication & Marketing**
   1. Undertake administrative duties to support the implementation of the Centre’s communication and marketing strategy including providing promotional activity and programme materials both online and print.
   2. Assist with the development and maintenance of the Tara Centre website including regularly updating content, news and images.
   3. Develop and oversee the Company’s social media channels to include Facebook, LinkedIn, Twitter and other relevant social media platforms as agreed with the COOS and General Manager.
   4. Create relevant dynamic written, graphic and video content to be shared on social media platforms.
   5. Respond to social media communications.
   6. Support the delivery of programmes & workshops including the marketing, design and development of brochures and adverts, the booking process and programme evaluations.
   7. Assist with the registration of participants at Zoom events, evening and weekend workshops/seminars as required.
4. **Facilities Management**
   1. Co-ordinate the booking, allocation and diary management of the rooms, facilities and use of Zoom within the Centre.
   2. Liaise with housekeeping, catering staff and caretaking staff in relation to carrying out the relevant duties associated with the delivery of the Centre’s services. Arrange hospitality as required.
   3. Provide logistical and technical support for the delivery of the Centre’s services including set up of rooms, presentations, audio visual equipment, Zoom or other on-line meeting platforms.
   4. Support the COOS with the carrying out of periodic checks and identifying any maintenance, repairs and renewals required of the Centre’s premises including its furniture and equipment, including IT equipment.
5. **General**
   1. Assist with relevant elements of fundraising and finance including assistance with funding applications, reports for funders, recording of financial transactions, and collation of data under the direction of the General Manager / COOS.
   2. Attend to such other administrative duties as are consistent with the role of the Reception & Administrative Assistant as may be reasonably requested by the COOS/General Manager/Board of Directors.

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| **Note*:*** *This Job Description may be amended in the light of changing circumstances and may include other duties and responsibilities which will be determined by the General Manager in consultation with the post holder and the Board of Directors*. |

# Person Specification

# Reception/Administrative Assistant

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| SECTION 1: The essential criteria in this section will measured at shortlisting although may also be further explored during the interview/selection stage. You should therefore make it clear on your application form whether or not you meet the essential criteria. Failure to do so may result in you not being shortlisted. The selection panel reserves the right to utilise one or more of the desirable criteria in addition to the essential criteria for shortlisting and at interview. The stage in the process when the criteria will be measured is stated below.  A = Application I= Interview | | |
| **Factor** | **Essential Criteria** | **Desirable Criteria** |
| Qualifications | 5 GCSEs (Grade A-C) to include English Language and Mathematics or equivalent qualifications (A) | Level 2 qualifications or higher in Business, Administration, IT, social media, marketing or related subjects (A) |
| Experience | A minimum of 1 year’s administrative/clerical experience within an office environment in a paid capacity (A)  A minimum of 1 year’s experience of working with Microsoft packages including Word, Excel, PowerPoint, Outlook (A) | Experience in a similar role in the community / voluntary sector (A)  Experience of fundraising (A)  Experience assisting with funding applications and reports (A)  Experience in updating websites (WordPress) and social media (A)  Experience in production of marketing and publicity materials and presentations (A)  Experience creating content and using social media and digital marketing for professional purposes (A + I) |
| **SECTION TWO** | **The criteria in this section will be assessed at interview** | |
| Knowledge and understanding | Understanding of:  the Tara Centre objectives, ethos and values  Confidentiality & Data Protection  Health & Safety Requirements  Records management  Data collation and database management | |
| Skills | Excellent interpersonal and communication skills  Excellent organisational skills and effective time management  Ability to work on own initiative and problem solving skills  Proficiency in oral and written skills to a level consistent with the duties of this post  Good standard of computer and literacy  Work effectively as a member of a team  Ability to prioritise and meet deadlines | |
| Personal characteristics | Enthusiastic and self-motivated with a strong work ethic and a can-do attitude  Commitment to continuous improvement of the Centre’s systems, procedures and operations  Approachable  Resourceful  Flexibility including undertaking evening and weekend work as and when necessary  Eye for detail  Willingness to undertake training as required  Ease and curiosity in the digital realm | |