

	<b>JOB DESCRIPTION</b>
<b>Job Title</b>	<b>Part Time Receptionist/ Administrator - Dudley</b>
<b>Reporting to</b>	<b>Dudley Residential Treatment Centre Manager</b>
<b>Location</b>	<b>West Midlands office - Dudley</b>
<b>Rate</b>	<b>£10.79 per hour – 15 hours per week.</b>
<b>Hours</b>	<b>Afternoons 14:00 – 17:00 Monday – Friday</b>

**\*This is a temporary position for a fixed period of 12 months\***

*NB: This post will be working in partnership with another part time Receptionist/  
Administrator working 09:00 – 13:00*

#### **OVERALL JOB PURPOSE**

The part time Receptionist/ Administrator is responsible for providing front of house reception cover and administrative support to the residential treatment centre and Head Quarters Office in Dudley during the afternoons.

#### **KEY RESPONSIBILITIES**

The duties and responsibilities of the Part Time Receptionist/ Administrator can be broadly divided into the following areas:

##### **Service Delivery**

#### **KEY RESPONSIBILITIES**

- Reception duties, including answering, screening and diverting calls via the switchboard.
- Keep centre diary, to include recording and monitoring of appointments for staff and residents.
- To use appropriate means of communication to take and record messages ensuring they are brought to the attention of the correct person.
- Register residents with GPs and organise appointments as required

- Undertake other relevant tasks as requested to provide administrative support which enables effective service delivery at the Dudley treatment centre and HQ Office
- Coordinate maintenance requirements for the centre, to include liaising with contractors and organising appointments for repairs.
- Collection and appropriate dissemination of post in and out of the centre.
- To type letters and Emails as directed
- To input, extract and maintain records on internal databases/records.
- Develop, organise and maintain monitoring, filing and retrieval systems as required.
- To ensure visitors are welcomed and the appropriate person informed of their arrival

### General

1. Understand, uphold and work with the values, ethos, purpose and aims and objectives of the Gordon Moody Association
2. Promote and uphold service user's rights and ensure implementation of GMA's service user involvement strategies
3. Abide by the terms of the organisations policies and procedure and particularly in relation to code of conduct and professional boundaries
4. Work flexibly to maintain the most appropriate level of service provision, respond positively to organisation change and development
5. Undertake any such duties as reasonably required by your manager

### Values

Underpinning our purpose, we have developed a core set of values which are integral to how we deliver our services and we expect all staff to sign up and demonstrate how they live these values.

- 1 **Non-judgemental** - ensuring that we listen to people, respect them and value their beliefs
- 2 **Empowerment** – equipping our service users with the knowledge, skills and abilities to improve and enhance their lives
- 3 **Passion** – being dynamic, committed, enthusiast and caring
- 4 **Honesty** – being open and transparent
- 5 **Open to Change** – evolving our approach, being forward thinking and open to innovative new ideas

**PERSON SPECIFICATION**

Essential	Desirable
Excellent Organisation skills and previous experience of working in a front of house role	Experience in working in a hostel/residential or similar type office environment.
Excellent Communication skills both written and verbal and at least 2 years previous office/admin experience	Knowledge and experience of working with benefits agencies.
Good literacy and numeracy skills	
Good IT skills including experience of using databases and Excel Microsoft office and experience of using switch boards / telephone systems.	
Ability to evidence a commitment to the values of the organisation	
Good Attention to detail in written format	
Ability to work on own initiative and manage workload effectively	
Educated to a minimum GCSE level in English and Math or hold NVQ or equivalent qualification	