

JOB DESCRIPTION

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| Job Title | Administrative Assistant / Receptionist |
| Reports to | Facilities Manager |
| Job location | London |
| Grade and level | 5.2 |
| Annual Salary | £21,237 per annum (with more for an exceptional candidate) + benefits |
| Contract Duration | Permanent |
| Employment Status | As it is unlikely that we will be able to obtain a Work Permit for this role, all job applicants must already have the right to work in the UK. |

Job Purpose

To act as the first point of contact for visitors and callers to Alert and to undertake a range of other administrative tasks as identified by the Facilities Manager.

Duties and Responsibilities

Building.

1. Open the offices in the morning and lock the front door in the evening.
2. Ensure that the front and rear entrances of the building are clean.
3. Switch on all lights and check cleanliness of the interior, making a record of any poor levels of cleanliness or any maintenance issues and take necessary steps/action to remedy.
4. Ensure that the kitchens are well stocked with milk, sugar, tea and coffee.
5. Ensure all toilets are well stocked with toilet paper, hand towels, linen roller towels and hand soap.

Telephone System.

1. Operate Alert's switchboard from 8.30am – 4pm; receiving and transferring telephone calls, announcing callers, taking brief messages and passing these on via the email system or connecting callers to staff members personal direct line voicemail.
2. Ensure all voicemail messages to main office number are taken and directed to staff members. Maintain and ensure that the answer message is appropriate.
3. Report telephone equipment and line faults to the IT Manager.
4. Train all new staff in the operation of the telephone system, as part of the New Staff Induction process and take a pro-active approach to ensuring existing staff are properly trained on making full use of the system.
5. Review and update on a regular basis the staff contact and telephone extension lists.

Reception.

1. Greet and welcome visitors to the Offices between 8.30am and 4pm, ensuring they sign in the visitor's book and informing the relevant member of staff of their arrival.
2. Monitor and ensure that the reception area is kept tidy and projects a business-like image.
3. Keep a record of staff and visitors signing in and out of the building.
4. In the event of a fire and/or any other emergency requiring staff to leave the building, to be responsible for ensuring that the visitors book and staff movement sheets are removed

- from Reception and taken to the outside meeting point.
5. Check and sign for deliveries, before informing the relevant member of staff of their arrival. Deliveries by post or courier will include valuable items (cash, passports). Follow procedures and ensure security of valuables.
 6. Log extension changes and advise all staff accordingly.

Post.

1. Process and deliver internal and external mail daily. Check that costs are charged to the appropriate Programme.
2. Ensure that franking machine is charged and maintained.

Couriers/Taxis.

1. On receipt of the appropriate request form, book couriers and taxis on behalf of members of staff.
2. Process invoices and draw up paperwork to ensure costs are allocated to the relevant departments.

Staff.

1. Collate and update staff lists, overseas offices and contact details regularly.
2. Devise and conduct regular online staff satisfaction surveys and elicit feedback on the working environment.

Office Services.

1. Provide office supplies (Stationery & kitchen supplies) for staff and maintain adequate stocks; task includes ordering new supplies, identifying new suppliers and obtaining the best price for Alert.
2. Provide administrative and general support to the Facilities Manager in ensuring compliance with Health & Safety Regulations.
3. Induct new staff and volunteers in office procedures, Fire Safety and Health & Safety.
4. Process invoices for the team including validating and obtaining authorisation for payment.

Insurances

1. Administer Alert insurances and arrange additional insurance cover as and when needed (cash, travel etc).
2. Process and administer all insurance claims and liaise with brokers in chasing outstanding claims.

Meetings and Events management

1. Provide logistical support to meetings held in the Board Room, to include preparation of meeting and conference rooms and assist in arrangements for catering provisions

Office Security

1. Issue keys for out of hours working and induct new staff and volunteers in office security procedures.

Human Resources

1. Issue Self Certification forms and update sick register for all London staff.
2. Collate all Volunteer and Intern speculative applications, to include responding to emails.

Other

1. Assist Facilities Manager in research into all aspects of overseas office expansion i.e. insurance, security, and best practice.
2. Provide support to the Facilities Manager and other members of the Support Services Team and contribute in other ways to the effective functioning of Alert as required.
3. Contribute to team-wide communications and knowledge management, and participate in organisation-wide events and discussions on related topics/projects.

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| Travel requirements |
| Not applicable |

PERSON SPECIFICATION

ESSENTIAL REQUIREMENTS

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| Talents |
| <p>At Alert, we have introduced Talent Management to our business model as we believe talented people are crucial to the success of our work. We believe all individuals are talented and success comes in matching the right talents to the right roles. For this role, the skills, qualifications and experience listed below are important, but we believe that to be great in this job you are likely, first and foremost, to have a talent for understanding of and commitment to quality customer care and service provision with the willingness and ability to follow administrative procedures to a high standard.</p> <p>This is what we will be looking for above all else.</p> |

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| Educated to A level standard – or equivalent |
| At least 1 years' experience of working within an office environment and front of house. |
| Previous experience of switchboard operation. |
| Familiarity with the use of office equipment i.e. fax, photocopiers etc. |
| Implementing admin systems and databases |
| Excellent verbal communication skills with a good telephone manner |
| Good written skills |
| Good interpersonal skills |
| Computer literate, with keyboard skills and experience of word-processing, (Microsoft Word) combined with ability to acquire other skills as necessary (e.g. databases and spreadsheets). |
| Accurate typing – minimum speed of 35wpm. |
| Ability to work on own initiative and take responsibility where necessary and to work as part of a team. |
| Smart and business-like appearance. |
| Ability to work to a high standard (and while under pressure). |
| Commitment to Alert's aims and values. |

DESIRABLE REQUIREMENTS

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| Experience of working in a multi-cultural environment |
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SUMMARY TERMS AND CONDITIONS

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| Annual Salary | The annual salary for the post is £21,237 per annum (with more for an exceptional candidate) + benefits |
| Pension | After the successful completion of the six months of employment the post-holder becomes eligible for Alert pension rights, backdated to the start of employment at Alert. Pension contributions are paid into a personal pension of the employee's choice and are currently equivalent to 10% of gross salary. |
| Leave entitlement | 25 days per year plus English statutory holidays. |
| Notice period | There will be an initial six month probationary period during which notice will be one month on either side. On successful completion of the probationary period notice will be one month. |
| Working hours | Full time staff are expected to work a standard 35 hour week, with some flexibility around start and finish times to be agreed with the line manager. All staff are required to work core hours 10am – 4pm. |
| Sport's club membership | Staff can take advantage of subsidised membership of a local sports club. |