

**JOB DESCRIPTION**

*Relate Northern Ireland is a registered charity and the leading organisation providing confidential relationship counselling support to individuals, couples, young people and families throughout Northern Ireland.*

**Job Title:** Front of House/Receptionist

**Place of work:** Relate NI, Goban Street, Portadown, BT63 5AG

**Accountability:** Business Operations Lead

**Job details:** Working as part of a team, under the direction of the Business Operations Lead, the post-holder will be responsible for a range of reception duties.

**Key Tasks:**

* + - * Meet and greet clients attending for appointments
      * Operating switchboard and ensuring all voicemail messages are dealt with in a timely manner
      * Handling client payments and contacting clients regarding outstanding payments
      * Take referrals, booking appointments and updating appropriate systems
      * Preparing, scanning and filing assessment paper and files for appointments
      * Administration tasks to support appointments system
      * Balancing end of day cash sheets
      * Responsible for keeping office, consultation rooms and waiting area generally tidy
      * Opening up, setting up and securing building on departure
      * All other duties which may be necessary to ensure the smooth running of the centre

**Terms and Conditions:**

**Hours of work:** Wednesday 5pm – 9pm

Thursday 9am – 2pm

Saturday 9am – 1pm

**Salary:**  £8.91 per hour

**Holiday Allowance:** 20 days per annum (pro rata), rising to 25 days after 5 years plus 12 statutory days (pro rata)



**PERSONNEL SPECIFICATION**

**Front of House/Receptionist**

**EDUCATION/QUALIFICATIONS/IT**

|  |  |  |
| --- | --- | --- |
| **ESSENTIAL** | **DESIRABLE** | **HOW TO ASSESS** |
| Minimum 3 GCSE’s or equivalent to include English and Mathematics | Relevant qualification within Business Administration | Certs/Application form/Interview |
| Experience using MS Office | RSA Stage 2 Word Processing or equivalent | Certs/Application form/Interview |

**EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| **ESSENTIAL** | **DESIRABLE** | **HOW TO ASSESS** |
| Minimum of at least 3 year’s reception/administration experience | Working knowledge of computerised appointments system | Application Form/Interview/  References |
| Attention to detail/accuracy | Experience in working in a professional or clinical setting | Application form/Interview/  References |
| Recent relevant experience of dealing with the public on the telephone and face-to-face | Experience in handling cash and receiving payments | Application Form/Interview/  References |

**INTERPERSONAL SKILLS**

|  |  |  |
| --- | --- | --- |
| **ESSENTIAL** | **DESIRABLE** | **HOW TO ASSESS** |
| Ability to support, listen actively and respond appropriately to distressed clients |  | Interview/References |
| Creating a welcoming environment for clients |  | Interview/References |
| Ability to work effectively under pressure in a busy office environment – attention to detail |  | Interview/References |
| Ability to work effectively as a team member |  | Interview/References |

**CIRCUMSTANCES**

|  |  |  |
| --- | --- | --- |
| **ESSENTIAL** | **DESIRABLE** | **HOW TO ASSESS** |
| To be flexible to cover annual leave or sickness on a rota basis ensuring that all operational hours are covered |  | Interview/References |