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| **Job Title** | Receptionist/Administrator |
| **Place of Work** | Based in 3 Glengall Street, Belfast, with travel through Northern Ireland as required |
| **Reports to** | Business Operations Lead |
| **Salary** | £11.29 per hour for a 35 hour week |
| **Working Hours** | 35 Hours per week which may include evening and weekend hours. On occasions, the demands of the job may require work outside these hours, arrangements to be agreed between manager and post holder |
| **Holiday Allowance** | 20 days per year, pro rata  12 statutory days  The Relate NI holiday year runs from 1 April to 31 March. |

### Background

### Relate NI is the leading relationship support charity in Northern Ireland and has been working to support people and their relationships since 1948. We provide a range of therapeutic services and education programmes to people throughout Northern Ireland. Our vision is of a future where healthy relationships are at the heart of a thriving society, and our mission is to make expert information and support for healthy relationships available to everyone. We are currently recruiting for the post of Receptionist/Administrator.

Logo

Description automatically generated

### Overall Job Purpose

Working as part of the Business Operations team, the Receptionist/Administrator will be responsible for a range of administrative duties to ensure that our services always run efficiently delivering high expectations for our clients.

**Clients:**

* Meeting and Greeting all clients/visitors to the office, ensuring that they are signed in
* Dealing with inbound and outbound communications (telephone, webchat and email) promptly and efficiently
* Processing referrals, booking appointments, dealing with client queries and requests for information
* Taking payments from clients and dealing with outstanding payments
* Ensuring reception area, waiting room, training room and counselling suites are well maintained

**Administration:**

* Operating switchboard efficiently and in a courteous manner ensuring calls are transferred to the appropriate member of staff
* Checking switchboard voicemails and returning calls within 24 hours
* To deal with all incoming and outgoing post
* Dealing with a number of different mailboxes ensuring that enquiries are contacted within 2 working days
* Set up and send out zoom invites
* To provide efficient and effective administration of meetings to include minute taking, preparation of materials and liaison with participants
* Managing of stationary, domestic and hospitality stock and orders
* Deal with all suppliers and support with Facilities
* Reconciling client’s payments and ensuring floats are correct
* To be responsible for keeping an accurate booking diary for all meeting rooms within the office
* Providing administration support for our training including advertising of courses, receiving applications and dealing with related queries
* Providing administration support to the wider team to include SMT/CEO
* All other administration duties which may be necessary to ensure the smooth running of the centre

**Business Improvement/QA:**

* Maintaining accurate records on the Computerised system for all clients
* Collating client information and evaluation forms and adding to a relevant system
* To support the Business Services team in carrying out any Quality Audits or Business Improvement Initiatives

This job description is neither exhaustive nor exclusive and the post holder will be expected to undertake duties within competence which are required in line with the overall job purpose. The role profile may be reviewed and amended in the future to include any other reasonable duties, projects or tasks as may be requested from time to time and to reflect changing organisational requirements, strategic or operational priorities, and changing staffing levels.

**PERSON SPECIFICATION – Receptionist/Administrator**

**EDUCATION/QUALIFICATIONS/IT**

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| **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**

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| **ESSENTIAL** | **DESIRABLE** | **HOW TO ASSESS** |
| Minimum of at least 1 year’s reception/administration experience | Working knowledge of computerised appointments system | Application Form/Interview/  References |
| Attention to detail/accuracy |  | 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**

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| **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**

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| **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 |