

Job Title: Administrative Assistant / Receptionist	Role Profile Number: BSN143
Grade: L	Date Prepared: 14/05/21
Directorate/Group: Property Assets team	Reporting to: Carriage Works Project Manager
Structure Chart attached:	No

Job Purpose

To provide the full range of Customer Care and Receptionist /Telephonist services.

To provide a fully responsive and flexible business support service at the Workshed Business Incubation Centre. Providing a full range of administrative services to line management.

To be part of the wider Property Assets Carriage Works regeneration programme to ensuring that all systems and processes are maintained and developed to meet the performance needs of the service.

The Workshed business incubator deals with small businesses and local business support organisations and networks. The wider regeneration deals with large corporate organisations and academic establishments, that visit the Workshed to view the development. The daily working environment for all administrative staff therefore requires a professional friendly and tactful approach.

Key Accountabilities

Customer Care:

To participate in the provision of a high quality front-of-house Reception Service to the Workshed Business incubator, acting as Receptionist/Telephonist. To include:-

- Receiving enquiries and actioning as appropriate;
- Maintaining a major public access point, ensuring facilities/accommodation are presented to a high standard
- Providing advice/guidance to members of the public
- Ensuring urgent matters are referred to appropriate staff/officers
- Assisting business support and networking events and meetings.
- Maintaining a resource/information base and appropriate records
- Maintaining meeting room diary booking systems

Building Management:

- Liaise with Facility Management contacts to ensure building efficiently managed and maintained.
- Have responsibility for security of the premises when on site, to include opening and locking up of the centre, and making sure secure if left unattended.

Finance:

Undertake financial tasks, to include :-

- Maintaining/allocating stationery supplies, forms and office equipment, and undertaking routine procurement processes as designated by the manager
- Maintaining basic spreadsheets as appropriate, to aid budget monitoring processes and the production of accurate financial records.

Text Processing:

Provide the full range of administrative support and a text processing service to the Workshed Manager and other personnel as required by line management, to include:

- Typing, filing, photocopying, faxing, minute taking etc., whilst maintaining confidentiality.

Room bookings & refreshments:

- To coordinate the booking of meeting rooms, and organise the associated refreshments. Ensure kitchen and communal areas are left clean and tidy at the end of the day.

Equipment/Health and Safety:

Supporting the Workshed and Carriage Works team with any equipment related matters. To include:

- All matters relating to telecommunications equipment (switchboard, handsets and onsite phone systems), programming items as necessary.
- Greeting contractors and guiding as appropriate;
- Providing assistance for routine H&S procedures, e.g. fire drills, maintaining the safety of the reception area and of callers to the office, H&S office practices, maintenance of office notice boards;
- Maintaining accurate records/ registers and providing assistance / information.

Information Technology:

- To operate all communication equipment, e.g. phones, mobiles, e-mail, answer-phones and any other associated equipment to enable effective service provision.
- Assist with the maintenance of the client database, and other software systems; provide assistance to staff with regard to the maintenance of IT equipment/records; ensuring accurate recording of data/information, correcting errors and referring issues to managers as appropriate.

Postal Services:

- To participate in the daily processing of all communications/postal systems operating across offices, ensuring efficient/effective systems are maintained.

Records/Information Systems:

- To undertake filing duties, and routine related matters regarding the maintenance of filing/information systems; To participate in the archiving and destruction of records and maintain associated data processes/systems.

General Office Duties:

To respond flexibly to the administrative needs of The Workshed and Carriage Works Team, providing cover across SBC offices as and when required, and assisting in the development of all systems/procedures operating within the Workshed and Carriage Works Team

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Good listening, oral and literacy skills
- Ability to organise own time and work to deadlines
- Record keeping, information retrieval and dissemination of data and documentation
- Ability to demonstrate a willingness to attend appropriate training and development
- Have a positive attitude to personal development and training
- Ability to maintain confidentiality
- Be sympathetic to the needs of others
- Have good interpersonal skills
- Able to travel to meetings
- Evidence of working as a member of a team.
- Organising meetings
- Writing of agendas and produce accurate, concise minutes
- Using the internet to access relevant information
- Developing and maintaining contacts with internal teams and outside agencies
- Evidence of relevant personal and professional development
- Evidence of working in an environment where experiences included taking the initiative and self-motivation
- Evidence of working in a pressurized environment and meeting tight deadlines
- Evidence of working in a customer facing role

Qualifications

- GCSE A*-C or equivalent experience and skills
- Good IT skills to ITQ2 or equivalent
- Desirable: NVQ Level II in Customer Care

Decision Making

- Requirement to resolve problems within a range of established solutions.
- Requirement to manage competing demands and work priorities.
- Requires the ability to undertake a range of tasks involving the application of readily understood procedures, with knowledge and experience gained either through formal qualifications or training in the workplace.
- Requires the ability to identify gaps in process or procedure to make systems more effective and efficient

Creativity and Innovation

- Working in a customer facing role requires the ability to think on your feet and manage customer expectations rapidly.
- To develop the Workshed Business incubator to be a thriving, innovative and positive business network hub
- To support website and other marketing activities to develop the Workshed reach to customers.

<u>Job Scope</u>	Budget Holder	No
Number and types of jobs managed <ul style="list-style-type: none">••	Responsibility	
Typical tasks supervised/allocated to others <ul style="list-style-type: none">•••	Asset Responsibility:	

Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Administrative support to wider Carriage Works regeneration team
- Working with facilities management team to ensure good working conditions and building maintenance
- Working with Property assets team to provide information relating to Workshed as required

- Dealing with contractors to complete works required on site. To provide access to contractors assessing existing systems for further development of the wider Carriage Works.
- Meet and greet business clients and stakeholders of the Carriage Works development and Workshed incumbent businesses. Provide site induction and information about Workshed when required.

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	