**Job Description**

**Job Title: Receptionist /Administration Officer**

**Hours: 13.5 hours – 3 x mornings (Job share post)**

**Salary: £22,366 - £23,893 Pro Rata (NJC Scale 1, Point 1, to NJC Scale 3, Point 6)**

**Dependant on experience**

**Location: Lighthouse, 187 Duncairn Gardens, Belfast**

**Term: Permanent (subject to funding)**

**Responsible to: Senior Finance and Admin Officer**

**Annual Leave: 28 days per annum (pro-rata)**

**MAIN DUTIES**

1. To respond sensitively and appropriately to all enquiries relating to the work of Lighthouse
2. Attend to visitors and clients on arrival.
3. Deal with inquiries on the telephone and computer.
4. Oversee and update social networking sites.
5. Provide information on the organisation to callers.
6. Take and relay messages to staff.
7. Greet persons entering the building.
8. Available to work extra hours when required.
9. Ensure that all persons sign the visitor register in and out of the building.
10. Ensure knowledge of staff movements in and out of organisation.
11. General administrative receptionist duties
12. Receive and sort mail and deliveries.
13. Tidy and maintain the reception area.
14. To assist with the setup and operation of appropriate administrative systems to ensure the smooth running of Lighthouse.
15. To assist with the preparation and collating of Lighthouse reports, papers, and information.
16. To assist in the provision of data and information as required.
17. To assist in the coordination of all training/conferences/seminars/information sessions/meetings/fundraising events etc.
18. To assist in organising events/launches as required.
19. To undertake any other reasonable duties as required by Lighthouse.
20. To help the creation of a relaxed and friendly atmosphere which will maintain and enhance the quality of care to each client and maximise their opportunities for choice.
21. To be responsible for both personal and professional attitude and behaviour when interacting with fellow colleagues and service users.
22. To communicate effectively with other professionals who also provide services to Lighthouse service users.
23. Observe and carry out health and safety procedures in respect of oneself, colleagues and the public.
24. Participate in staff, team, and project meetings on a regular basis.
25. To publicise and promote the aims objectives of the organisation.
26. To adhere to all policies and procedures as laid down within the Organisations Staff Handbook

The duties and responsibilities of this job description are neither definitive nor restrictive and can be modified to meet the changing needs of the organisation. The organisation is committed to providing the highest possible quality of service to its clients and the community. Members of staff are expected at all times to provide a caring service to treat those with whom they come in contact in a courteous and respectful manner.

**PERSONNEL SPECIFICATION**

**ESSENTIAL:**

* 5 O’Levels/GCSE’s Grades A – C
* Minimum of 2 years reception/administrative work experience
* Switchboard experience
* Microsoft Office experience
* I.T. Qualification (eg ECDL)
* Experience of databases or CRM systems
* Experience of Diary management.
* Ability to work sensitively with vulnerable people.
* Can demonstrate an understanding of the importance of confidentiality.

**DESIRABLE:**

* Experience of Salesforce CRM system
* Experience of updating Social Media Platforms and pages
* Experience of updating organisational websites.
* Experience of working within the voluntary/community sector.
* Ability to establish and maintain manual filing systems.
* The capacity to keep cool under pressure and retain a sense of proportion and fun in a busy and demanding work environment.
* The ability to work additional hours as required, to cover periods of leave for other job-share staff.