

## Role Title: Office Support Assistant & Receptionist

**ROLE PURPOSE:** First point of contact for visitors and callers: maintenance of a welcoming training and workplace  
**[NB there are 2 part-time roles of 20 hours per week: morning (08:00-13:00) and afternoon (12:30-17:30)]**

Accountabilities	Measures of success	What you need to know
<p><b>Reports to:</b> Executive Assistant to the Diocesan Secretary</p> <p><b>Role description</b></p> <ul style="list-style-type: none"> <li>• To create a positive first impression of the organisation</li> <li>• To be the primary point of contact for all visitors, external staff, contractors, and deliveries</li> <li>• To be first line for incoming telephone calls during office hours (09:00-17:00)</li>   <li>• To maintain reception and lobby area in a clean and tidy condition at all times.</li> <li>• To unlock and lock building at 08:00 and 17:00 respectively</li> <li>• To produce and issue staff passes for new staff members and security passes for visitors</li> <li>• To be responsible for building access and security and for key control</li> <li>• To be a key holder for burglar alarm purposes</li> <li>• To be trained as a Fire Marshal and to be responsible for fire alarm checks and fire drills</li> <li>• To be trained as a First Aider and act as first point of contact, to maintain the list of trained personnel and to ensure staff training is kept up to date</li> <li>• To deal with both incoming and outgoing post</li> <li>• To update staff distribution lists and Sign In app</li> <li>• To coordinate bookings for Training Rooms and Meeting Rooms via booking system</li> <li>• To support with setting up rooms and room layout</li> <li>• To co-ordinate lunches for guests and support with meeting refreshments if needed</li> </ul>		<p><b>Qualifications:</b></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Good GCSE grades in English &amp; Maths</li> <li>• A-levels or equivalent qualification (comparable level experience will be considered in lieu)</li> </ul> <p><i>Desirable:</i></p> <p><b>Skills and experience</b></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Several years' experience in reception and/or administrative work</li> <li>• Excellent interpersonal skills and the ability to deal with people at all levels</li> <li>• Excellent verbal and written communication skills</li> <li>• Discreet, sensitive, tactful and confidential</li> <li>• Multi-tasker with a "can do" approach</li> <li>• Ability to take initiative</li> <li>• Excellent organisational and problem-solving skills</li> <li>• Competency in Microsoft Office applications</li> <li>• Clean driving licence and access to own transport</li> </ul>

<ul style="list-style-type: none"> <li>• To undertake daily and weekly cleaning of coffee machine and to coordinate refreshment supplies' levels</li> <li>• To liaise with waste disposal contractor</li> <li>• To oversee confidential shredding arrangements</li> <li>• To liaise with office cleaners, hygiene equipment supplier and to oversee standards of work</li> <li>• To maintain supplies as required whether via the cleaning contractor or an external purchase</li> <li>• To coordinate inspections and visits and request extra-ordinary cleans</li> <li>• To coordinate window cleans (external and internal)</li> <li>• To coordinate staff locker use</li> <li>• To undertake general office administration tasks e.g. photocopying, filing</li> <li>• To create and update Excel and Word documents as required</li> <li>• To coordinate stationery and office supplies, per agreed list</li> <li>• To maintain EV point charger data for use and recharge</li> <li>• To maintain accurate records and office procedures</li> <li>• To appraise EDBF staff of any new or updated office processes</li> <li>• To liaise with contractors for emergency call outs and to book essential maintenance and annual checks</li> <li>• To maintain logs of visits</li> </ul> <p>Health and Safety</p> <ul style="list-style-type: none"> <li>• To maintain logs of staff training</li> <li>• To book and coordinate EDBF staff training requirements</li> <li>• To carry out required emergency checks</li> <li>• To maintain Risk Assessment logs</li> <li>• To maintain Health and Safety Policy logs</li> <li>• To ensure display screen equipment (DSE) assessments are completed for new starters, order any equipment needed and update records accordingly</li> <li>• To facilitate fire extinguisher checks</li> <li>• To be the holder of the Accident Record Book</li> </ul>		<p>Desirable:</p> <ul style="list-style-type: none"> <li>• Experience in wider office services support</li> <li>• An understanding of, and an appreciation for, the Christian ethos and values</li> </ul> <p><b>Attributes and aptitudes</b></p> <p><i>Essential:</i></p> <ul style="list-style-type: none"> <li>• Professional</li> <li>• Courteous</li> <li>• Calm</li> <li>• Diplomatic and discreet</li> <li>• Well-presented</li> <li>• Outgoing, bright personality</li> <li>• Reliable and punctual</li> <li>• Excellent time management skills</li> </ul>
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<p><b>General responsibilities</b></p> <ul style="list-style-type: none"> <li>Required to undertake other duties and responsibilities commensurate with the level and scope of the post. This job description may be amended to meet the changing needs of the Diocese following appropriate consultation</li> </ul>		<p><b>How you act</b></p> <ul style="list-style-type: none"> <li>Work effectively and reliably</li> <li>Take personal responsibility for your performance</li> <li>Be an effective team member</li> <li>Look for new ways of working effectively</li> <li>Adapt positively to changing demands</li> <li>Be constructive and flexible</li> <li>Deal courteously and patiently with colleagues and others at all times</li> </ul>
<p>Agreed by Job holder: .....</p> <p>Agreed by manager: .....</p> <p>Review date: .....</p>		