



JOB DESCRIPTION

POST TITLE: Age Concern Hackney Receptionist

GRADE: NJC Pay Scale 3 Point 14
(18,332 pro rata – pay award pending)

RESPONSIBLE TO: Administrator

1.0 THE CONTEXT

This is a new post for Age Concern Hackney. The post holder is responsible for creating a welcoming professional atmosphere and signposting for individuals calling in person or by phone. The receptionist will also promote Age Concern Trading products and carry out light administrative duties and support reception volunteers.

2.0 THE PURPOSE OF THE JOB

- 2.1 To staff Age Concern Hackney's (ACH) reception and to organise a rota of volunteers involved in reception
- 2.2 To act as the initial point of contact to all callers to ACH
- 2.3 To respond to enquiries about ACH's insurance /trading service and process renewals
- 2.4 To keep the reception area, meeting room and notice boards tidy and notices and leaflets up-to-date and fully stocked

3.0 Reception

- 3.1 Telephone
 - 3.1.1 To operate the telephone system and headsets
 - 3.1.2 To greet telephone callers in a friendly and professional manner and connect them to the appropriate member of staff to answer their query
 - 3.1.3 To listen and respond to telephone messages from the answering machine
- 3.2 Personal callers
 - 3.2.1 To operate ACH's entry phone system
 - 3.2.2 To offer a friendly welcome to personal callers
 - 3.2.3 To make appointments for different advice surgeries

3.3 Monitoring

3.3.1 To log each caller, personal or telephone, into computerised database

3.3.2 To produce computerised reports as requested

3.4 Reception area

3.4.1 To ensure an attractive and up-to-date window display under the direction of the administrator

3.4.2 to be responsible for the safety and tidiness of the reception area, including keeping the surfaces clear on a daily basis

3.4.3 To be responsible for ensuring that the signing in book is brought to the Assembly Point in the event of an evacuation of the building

3.5 Refreshments

3.5.1 To ensure that refreshments are replenished in a timely manner and that kitchen area is kept clean

3.5.2 To provide refreshments to visitors at the request of senior staff

3.5.3 To manage a small float for refreshments

3.6 Diaries

3.6.1 To ensure that the ACH diary is kept up to date

3.7 Recycling

3.7.1 To help with internal recycling arrangements, promote ACH's recycling policy and make bookings for collections

3.8 Meeting Room

3.8.1 To ensure that the meeting room is prepared for meetings and that refreshments are provided at the request of senior staff

4.0 Trading

4.1 To undertake basic training in Financial Service Authority minimum level 1 requirements

4.2 To respond to personal and telephone enquiries regarding trading or insurance for people over 50, liaising with ACH's Trading Officer and Trading volunteers

4.3 To receive renewal payments from Age Concern Insurance clients when requested

4.4 To signpost enquirers for Insurance and other products to an Insurance Arranger or the Age Concern call centre

5.0 Volunteer management

5.1 To give induction to all volunteer receptionists

- 5.2 To support and supervise volunteer receptionists and report back to Administrator
- 5.3 To maintain a rota of volunteers involved in reception

6.0 Mail

- 6.1 To ensure that all incoming mail is date stamped, logged in log book and distributed to appropriate internal mail boxes

7.0 Finance

- 7.1 To photocopy invoices
- 7.2 To send original invoices to agency for processing
- 7.3 To match photocopied invoices to cheques when they arrive
- 7.4 To send cheques to suppliers
- 7.5 To file invoices

8.0 General

- 8.1 To participate in Age Concern Hackney's general administration, events organisation and team cover arrangements as required
- 8.2 To maintain professional standards of conduct and protect the reputation of Age Concern Hackney at all times
- 8.3 To represent Age Concern Hackney at external meetings and events as required
- 8.4 To attend team, supervision and other meetings as required
- 8.5 To carry out duties in relation to Health & Safety as required
- 8.6 To promote and adhere to ACH's policies and procedures at all times
- 8.7 To undertake training that may be required
- 8.8 To undertake any other duties that may be required from time to time

PERSON SPECIFICATION

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ABILITIES AND EXPERIENCE

Experience of reception and/or telephone duties and/or other customer service focussed work, in a paid or voluntary capacity	E
The ability to work with minimum supervision and cope under pressure	E
The ability to communicate verbally with clients as well as professionals	E
The ability to work effectively as part of a team and be flexible	E
Experience in supporting volunteers	E
Ability to work on own initiative	E
Punctuality and time-management skills	E

SKILLS

1. Good computer skills including e-mail, spreadsheets, database and word processing.	E
2. Effective verbal communication skills and excellent inter-personal skills.	E

KNOWLEDGE

1. Knowledge of the problems and issues facing older people in a multi cultural borough with a high level of deprivation.	E
2. Understanding and commitment to Equal Opportunities	E
3. Empathy towards issues facing older people	D

E - essential
D - desirable