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Role Description

Job Title: Reception Administrator (part time)

Grade & salary: SCP 4 £18,426 [pro-rata for P/T]

Place of work: Talking Money’s office, Bristol

Probationary period: Three months

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| **Job purpose and responsibilities**  To provide a welcoming first point of contact for all enquiries to the service, including those seeking help with their money worries in person, by telephone and email.  Deliver a smooth access to the service, undertaking various reception and administrative duties to a high standard.  To deliver proactive and reactive administrative assistance in various forms including welcoming clients, answering calls, processing referrals, data entry, scanning and photocopying.  **Person Specification**   |  |  | | --- | --- | | **Essential** | **Desirable** | | **Skills**   * Excellent customer service * Excellent administration and organisational abilities * Able to work independently, prioritise tasks and adapt to a fast paced, changing environment * Effective and adaptable communication including active listening with a wide range of people, face to face and over the telephone * Able to communicate sensitively with people from a wide range of backgrounds * Able to remain calm and professional under pressure * Able to problem solve * Ability and desire to learn quickly * Excellent attention to detail * Confident in using IT and Microsoft packages * Able to handle sensitive information and maintain discretion * Have a clear understanding of Talking Money’s purpose and the environment we operate in | **Experience**   * Experience of running a reception or front of house service | |