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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**

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| **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
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