

Job Title: Receptionist / HR Admin Support

Reports To: Payroll, Recruitment & Deputy HR Manager

Hours: This post is primarily worked Monday – Friday, 9am-5pm

Reception:

- Ensure reception area is kept tidy, clean and welcoming and has up to date information displayed. (ask Marketing for new info periodically)
- Be responsible for answering the main line telephone in a friendly and helpful manner; transfer calls efficiently and record and circulate accurate messages to staff.
- Greet all visitors to central services in a friendly and welcoming manner.
- Deal with people who call on spec (homeless, or to leave donated items and organise them to be taken somewhere else).
- Administer the post including sorting and date stamping incoming post, sorting and franking outgoing post, ensuring it leaves the building on a daily basis.
- Filing, photocopying as and when required.
- Supply the Finance Department with a postage report at the end of each month.
- With guidance, monitor the CCTV and produce images when required,

Telephones:

- Take responsibility for the ALABARÉ Phone directory, ensure it is kept up to date and circulated to staff.
- On a monthly basis, issue an abridged version of the telephone directory to SA1 to go on the desktop.
- Ensure staff ID badges have appropriate access to the building.

Administration:

- Collate information regarding Inspire Awards and produce the certificates for the Executive Leadership Team to present to the nominee.
- Ensure the Organisational structure is kept up to date.
- Take minutes from Central Services Meeting held monthly.
- Assist HR with adhoc requests.

Building:

- Meeting rooms – Manage the room bookings and check the room calendars for each day check the room status and prepare the rooms when necessary. Inform finance of chargeable bookings
- Ensure toilets are stocked with toiletries and toilet rolls.
- Keep the kitchen clean and tidy, ensuring enough refreshments are available for staff and visitors.
- Keep on top of the staff fridge, clean out when necessary.

- Stocktake and organise supply of household items (tea, coffee, milk, bin liners, toilet rolls)
- Stocktake and organise stationery, maintaining minimum stock levels, be the central point for ordering of stationery.
- Be responsible for the Archive Room. Monitor levels of shredding and organise collection. Ensure archiving boxes are labelled correctly and rotated for shredding when due.
- Ensure all printers in Centra; Services are stocked with adequate paper.
- Keep notice boards up to date with relevant information, liaising with various departments.
- Monitor the donations received and liaise with service managers to distribute where necessary.

Other:

- To foster the Mission, Vision, Values and Christian ethos of ALABARÉ in a responsible and positive way on all occasions.
- Work towards the outcomes outlined in the Charity’s Strategy for Growth and Resilience 2025–30.
- To be committed to safeguarding children, young people and vulnerable adults in line with organisational policies and statutory guidance.
- To adhere to the list of general duties contained within the staff handbook.
- We reserve the right to ask you from time to time to undertake any other reasonable duties as required within this role.

The purpose of this Job Description is to indicate the general level of responsibility and standards expected of the post. The detailed duties may vary or develop over time according to needs without changing the nature or level of responsibility of the post.

The Job Description forms the basis of the annual appraisal process and will be reviewed periodically.

Name:.....

Signed

Date.....

PERSON SPECIFICATION – RECEPTION

Experience E = Essential D = Desirable

Assessment A = Application I = Interview

Category	Criteria	E / D	Assessment
Experience	Ability to deal calmly with callers and visitors to Central Services.	E	A / I
Experience	Confident in using office equipment, able to cope with basic maintenance of photocopiers and franking machines.	E	A / I
Experience	Experience of building relationships at all levels within an Organisation	E	A / I
Experience	Ability to work unsupervised	E	A / I
Experience	Direct experience of working within the Charity or the voluntary	D	A / I
Experience	Ability to work within a small team	D	A / I
Experience	Team Player	E	A / I
Skills	Proven ability in multi-tasking with good organisation skills	E	I
Skills	Strong organisational skills with the ability to manage multiple tasks and deadlines	E	I
Skills	Ability to communicate clearly and professionally with internal teams and external partners	E	I
Skills	Positive “can do” attitude	E	I
Skills	Excellent written, communication and IT skills	E	A / I
Skills	Good listening skills	E	I
Skills	Attention to detail	E	A / I
Values	Commitment to organisational values, professionalism and collaborative working	E	I
Personal	Smart Appearance	E	I
Personal	Calm and unflappable	E	I
Personal	Flexible and Adaptable	E	I
Personal	Willingness to learn and to be trained on the job	E	A / I
Personal	Approachable and sympathetic	E	A / I