## Post Title: Receptionist and Administrative Assistant

Part time post: 11.25 hours per week (Monday 09:15-13:00; Tuesday 09:15-13.00 & Wednesday 09:15-13:00)

Annual Leave: 20 days plus 12 public holidays (pro rata based on 35 hours full time)

## Responsible to: Centre Manager

**Line Managed by:** OfficeAdministrator

**Salary:** Equivalent to SJC AP1 Salary Scale Spinal SCP 15-18 (pro rata)

Annual Salary £5652 equating to £108.70 per week

**Location:** Based at the Fife Carers Centre, 157 Commercial Street, Kirkcaldy, KY1 2NS though occasional travel throughout the local authority and beyond may be required.

**“A carer is a person who, without payment, helps and supports a relative, child, neighbour or friend who could not manage without their help due to age, frailty, addiction, disability or illness”**

# **Purpose of the post**

* To carry out telephone and reception duties;
* To assist in the Centre’s administrative and clerical requirements as required;
* To assist with the effective running of the Carers Centre.

# **Major Tasks / Job Activities**

**Reception Duties**

The post holder has responsibility for:

* Acting as ‘first point of contact’ for the Fife Carers Centre, either face to face or on the telephone, providing a friendly and approachable response at all times.
* Working with staff to ensure that carers’ requests and concerns are dealt with promptly.

**Office Administration**

The post-holder has responsibility for:

* for the provision of clerical support, including word-processing, typing and filing services, and input of data, for staff and committee members, as appropriate;
* to respond appropriately to initial requests for information;
* To assist with monitoring and evaluation of the work of the Centre, whilst observing client confidentiality at all times;
* to maintain stocks of stationery and office requirements; and to ensure that all office

equipment is kept in full working order;

* dealing with general correspondence, telephone calls and e-mails;
* to assist with the organisation and practical arrangements for meetings/events.

**Quality Assurance, Procedures and Administration**

The post-holder has shared responsibility to work to strict quality assurance guidelines, assisting Fife Carers Centre with the continuous development of quality standards and with the implementation of appropriate quality action plans.

# **Other responsibilities**

The post-holder will also be expected to carry out minor and non-recurring duties as arise from time to time, and to help cover Carer Centre duties as part of a team.

All employees are expected to read and abide by the organisation Policies and Procedures.