**Key functions and responsibilities**

Excellent communication skills – verbal and written

Excellent organisational and administration skills

Strong levels of literacy and numeracy

       Strong IT skills across Microsoft Office, Work, Outlook and Excel with knowledge of Powerpoint advantageous also

Basic book-keeping skills are desirable but not essential

Flexibility, adaptability and enthusiasm

Ability to follow instructions, work as part of team and act on initiative

Ability to prioritise your workload

An understanding and interest in the ethos of our charity and helping others

**Key functions and responsibilities:**

Reception and telephone duties

Taking and dealing with calls and referrals from housing associations and clients re. packs

Arranging delivery and collections for packs and charity donations

Word processing, record keeping and dealing with correspondence

Monitoring and maintaining stationery supplies and stock for packs

Petty cash

Assisting office staff to update and monitor databases

Recording accurate information on packs delivered

Assisting with administration and recording annual leave and sickness as required

Maintain filing systems and photocopying

Updating social media

Participate in the continual review and improvement of working practices

Operate within Health and Safety at work legislation and carry out risk assessments

Undertake any other duties or tasks, which may be reasonably considered within the remit of the post.