**Job Description**

**Title of Post:** Receptionist / Administration Assistant

**Grade / Salary:** £18,599 - £19,709 (12 -15 on VPK scale)

**Hours:** Full time (34.5 hours)

**Responsible to:** Office Manager

**Location:** Perth and Kinross Sensory Hub**,** 174 High Street,

 Perth

**Benefits:**  Defined benefit pension scheme based on career

 average earnings

 35 days leave (including public holidays)

**Nature of post:** Permanent

## Job Purpose

To provide a professional, efficient and effective reception service and general clerical/administrative help to support the delivery of effective services to people with a sensory impairment.

**Key tasks**

* Carry out reception duties by welcoming visitors, answering and directing incoming telephone calls and responding to and/or redirecting visitor and caller requests as appropriate.
* Develop a basic knowledge and understanding of aids and equipment available for people with a sensory impairment in order to be able to effectively demonstrate/issue/sell simple aids and equipment to sensory impaired people.
* Assist in the maintenance of stock, supplies, sensory aids and equipment and process orders and sales of these as required.
* Handle cash and keep petty cash records. Issue receipts and thank you letters.
* Maintain various records and filing systems, both manual and computerised.
* Assist in the administration of the client database and fundraising database.
* Assist in the administration of client records.
* Prepare client information packs.
* Print and envelope the monthly client newsletter for mailing.
* Distribute incoming mail and prepare outgoing mail for postage.

**General Responsibilities**

* To work within, and adhere to, the policies and procedures of VisionPK, and to contribute to reviewing these when appropriate.
* To undertake such other duties appropriate to the level of the post.
* To support a culture of continuous improvement and equality.
* To support team working
* To adopt a flexible approach to working hours to meet the needs of service users and carers. Prepared to work a Saturday if required (with time off in lieu)

**Person Specification**

**Post – Receptionist / Administrative Assistant**

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| **Acceptable Qualifications** |
| * HNC Administration or equivalent qualification or equivalent demonstrable experience
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| **Knowledge and Experience** |
| **Essential:*** Experience of working with minimum supervision in an office environment
* Experience of dealing with the public in a front line role
* Experience of manual and online record keeping and filing
* Experience of using a database
* Competent in the use of Microsoft Office applications e.g. Word, Excel, Access and Outlook

**Desirable:*** Knowledge of cash handling and financial record keeping.
* Experience of working/interacting with people who have a sensory impairment.
* Basic knowledge of aids and equipment to support people who have a sensory impairment.
* BSL skills.
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| **Personal Qualities** |
| * Commitment to providing high standards of customer care and continuous improvement of services
* Good telephone manner and customer care skills.
* Good interpersonal and organisational skills
* ability to work constructively with a diverse range of people
* Good time management and organising skills
* Able to write basic letters and communications
* Commitment to team working
* Commitment to continuous personal development
* Good fit with VisionPK’s values of trust; respect; empathy; inclusion; encouraging independence; offering choice and promoting quality
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| **Additional Requirements** |
| * Clearance under the Protection of Vulnerable Groups Scheme
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