

Job Description And Person Specification

Receptionist/Administrator



**rock
trust**

ending
youth
homelessness

Job Description

Job Title:	Receptionist/Administrator
Contract:	Permanent, 35 hours per week
Location:	Edinburgh Office
Salary:	Starting Salary: £24,552.01 - £25,043.05 per annum (depending on experience/qualifications). <i>* Further progression is available up to £26,054.79 in recognition of service. Regular benchmarking is carried out against industry norms.</i>

Mission Statement

Our long-term vision is to end youth homelessness. Our more immediate mission is to ensure that every young person in Scotland has access to expert youth specific services to assist them to avoid, survive, and move on from homelessness; making it rare, brief, and non-recurring.

Context

No two days are quite the same for a Receptionist/Administrator at Rock Trust. You'll be the friendly face of the organisation, welcoming visitors, answering calls and enquiries, while providing essential administrative support to colleagues across the charity. From managing meeting rooms and post to ordering supplies, updating records and helping with events and projects, you'll play an important role in keeping the office running smoothly.

You'll need to be organised, approachable and happy to turn your hand to whatever the day brings. There will be plenty of routine administration, but also unexpected requests, problems to solve and opportunities to support colleagues. Most importantly, you'll be part of a team whose work behind the scenes helps Rock Trust focus on what really matters - supporting young people.

Reporting to

HR Officer

Direct reports into this role

No direct reports

Size of People & Business Support Team

Including this role, 6

Flexible Working in this role

We are committed to supporting flexible ways of working wherever possible. Flexitime is available, and staff have the opportunity to shape their working day within service requirements. As this role is an important front-line position, much of the work is required to be undertaken on-site to ensure our customers receive a consistent service during opening hours (9:00am to 5:00pm Monday to Thursday, with a 4:00pm finish on Fridays). However, when staffing levels and operational needs permit, some flexible working time can be arranged.

Responsibilities

Reception, Office and Administration

- General reception duties, such as answering and transferring calls, recording queries, opening and filing of post, and welcoming guests.
- Monitor and action incoming emails in a shared mailbox.
- Assisting all departments with administration support, when required, including supporting the People and Business Support Team with HR, Health & Safety, Volunteer and Learning & Development administration.
- Be responsible for the coordinating and monitoring of “good housekeeping” for Head Office including but not limited to recycling, PPE conducting regular stock takes and procurement of supplies and necessary items for Head Office.
- Organise events/meetings by booking rooms, catering, organising speakers and/or resource packs.
- Working with the People and Business Support Manager and Property Team on the coordination of suppliers, maintenance support and acting as a point of contact – where necessary.

People Support

- Support recruiting managers with any issues on the HR System during the recruitment stage.
- Work with recruiting managers on the organisation and set-up of interviews, ensuring acknowledgement and unsuccessful responses are sent on time to candidates.
- Manage and maintain the HR, L&D and Volunteer databases.
- Manage and record PVG applications for staff and volunteers.
- Work with the Business and Facilities Lead on completion of onboarding/offboarding paperwork, including but not limited to, adding/removing starters/leavers from all databases and systems, Lone working App, Occupational Health, mandatory training and references.
- Minute taking including confidential meetings, where appropriate.

Business Support

- Managing allocated databases, ensuring information is inputted correctly and maintained.
- Generating monthly/quarterly reports to feed into the organisation's People & Business strategies.
- Support the Senior Management Team with general administration and meeting support, where required.
- Support the People and Business Support Manager and HR Officer with the implementation of the People, Volunteer and Learning and Development Strategies.
- Work to a standard compliant with the data protection act.
- Support the Business and Facilities Lead with ad hoc projects, organising ordering and set up of resources.

Leadership and Development

- As part of the Business Support Team, support and promote the activities of Rock Trust and contribute significantly to building a high performing organisation.
- Nurture a culture of Respect, Safety, Positivity and Fairness, that allows our colleagues to thrive, take appropriate risks and learn from mistakes.
- Identify and make recommendations for improvement to contribute to the continuous operational improvement of the organisation.

Other

- To act in accordance with Rock Trust values.
- To work with senior managers and the Board of Trustees.
- To undertake other duties in line with the role as required.

This job description is not exhaustive. It merely acts as a guide and may be amended to meet the changing requirements of the Rock Trust at any time after discussion with the post holder.

Person Specification:

Essential

- HNC/HND in Business Administration (or relevant qualification) or at least 2 years' experience in a similar administrative role.
- Self-starter with a "hit the ground running" attitude and have the ability to context switch in a constantly changing environment.
- Experience handling complex calls, emails and interactions with vulnerable and distressed clients.
- Experience of using technology, with a willingness and ability to learn new IT systems, software and apps.

- Experience working with Office 365, especially Teams, Sharepoint, Forms, Power Automate.
- Experience working with confidential information, such as HR & personnel files.
- Experience in organising all aspects of a booking process and arranging meetings.
- Excellent communicator, including verbal, listening and written; with attention to detail.
- Ability to work autonomously to prioritise and manage competing tasks ensuring all tasks are completed and deadlines are met.

Desirable

- Experience with Project Management
- Experience of working with cloud-based HR solutions.
- Experience with Minute-taking
- Knowledge of lifecycle HR processes and procedures from on-boarding to off-boarding.
- Knowledge and awareness of GDPR.
- Knowledge of Health & Safety.