

JOB DESCRIPTION

Job Title: Administrative Assistant - Reception/HR **Grade:** SCP 14-19

Reference no: AARH/0708

Reports To: Senior Receptionist

Overall Job Purpose

Under the direction of the Senior Receptionist provide a professional reception service which supports the smooth running of the office. The post holder will also assist with HR administration.

Reception Duties

- Provide a professional and welcoming service to staff and visitors, ensuring that, in line with health and safety procedures, all visitors are logged in and directed to appropriate services.
- Ensure that all incoming and outgoing mail is dealt with efficiently and correctly.
- Ensure all incoming calls are handled professionally and efficiently and any calls or messages are passed to the appropriate person.
- Maintain diary of meetings to be held within the office and service meetings with refreshments as required.
- Book taxis as and when required within the guidelines set, ensuring that the log is accurately maintained.
- Provide administrative support for the wider organisation as required.

HR Duties

- Assist HR staff with recruitment administration following set procedures.
- Collate and record HR information, processing forms and updating records as directed
- Assist in the compilation of statistics as required.
- Undertake other HR administration tasks including filing and photocopying as required.

Other Duties

- Maintain office supplies as requested.
- Develop skills and undertake responsibilities which will fulfil the purpose of the role and support the success of the organisation.
- Participate in and contribute to organisational/team meetings as required.
- Provide reports for senior staff and management as required.
- Provide cover and back-up for other members of the administration team as required.
- Undertake any other appropriate duties as dictated by the demands of the organisation.
- Provide appropriate support to volunteers as required.

Person Specification**Job Title:** Administrative Assistant - Reception/HR

Quality	Essential	Desirable
Education and Training	<ul style="list-style-type: none"> • Educated to Standard Grade or above • Standard Grade in English 	<ul style="list-style-type: none"> • Higher English • Second language
Job Experience and Skills	<ul style="list-style-type: none"> • Experience of working in reception using a busy switchboard • Excellent interpersonal skills • Excellent oral communication skills • Good IT skills and experience of using Microsoft Office XP • Accurate keyboard skills • Good written skills • Efficient time management 	<ul style="list-style-type: none"> • Experience of using Mitel 5550 IP Console • Experience of HR administration • Experience of using Personnel Manager software • Experience of working in the voluntary sector • Experience of working with people whose first language is not English
Personal Qualities	<ul style="list-style-type: none"> • Ability to remain calm under pressure • Able to work well on own initiative and as part of a team • Empathy with the voluntary sector and in particular refugees • Empathy with the requirements of equal opportunities • Able to project a smart and professional image • Able to work out with normal hours on an occasional basis as required 	