

## JOB DESCRIPTION

- 1. Job Title:** Receptionist / Administrator
- 2. Hours:** 20 hours per week  
9.30am – 1.30pm Monday to Friday
- 3. Duration of post:** Fixed 1 Year Contract
- 4. Salary:** £12.25 ph £12740 pa (£23569 pa pro-rata)
- 5. Responsible to:** The Finance, HR, Admin Manager
- 6. Location:** Age UK Exeter's Offices, The Sycamores, Mount Pleasant Road, Exeter, EX4 7AE
- 7. Job Purpose**

To support the Admin Manager in all areas of administration for the charity, provide a friendly, informed, and efficient first point of contact, ensuring a positive customer experience. To liaise with Service Coordinators and our finance department passing on clear, concise information and providing specific admin support as required.
- 8 Main Duties**
  - 8.1 Act as first port of call for visitors & telephone callers. To provide a warm, friendly, and informed Reception service to the public, our service users, and families and to professionals working with older people.
  - 8.2 Ensure a good knowledge of the services and activities provided by Age UK Exeter and to keep abreast of new developments including current volunteer vacancies and any other specific campaigns run by the organization.
  - 8.5 Take and record card payments from clients and assist with any fundraising activities.
  - 8.6 Refer enquiries to specific services as appropriate using Age UK Exeter's specified databases. To enter and monitor statistics and client information and undertake other administrative 'housekeeping' as required.
  - 8.7 Daily use of our CRM (Charity Log), both with data entry, finding information and creating reports.
  - 8.8 To assist with the recruitment process for volunteers including DBS checking.

8.9 Undertake general office duties to include filing/photocopying, dealing with incoming and outgoing post, and monitor stationery stock levels and order as authorised.

8.10 Support the Admin Manager in managing the charity's IT, building maintenance and risk assessments and in the provision of a high-quality admin service to all Age UK Exeter's services.

8.11 To provide mutually agreed ad hoc cover.

8.12 To undertake training as required.

8.13 To undertake any other duties commensurate with the post.

- 9. **Probationary Period:** 6 months from commencement of post.
- 10. **Annual Leave:** 6 weeks including Bank Holidays on a pro rata basis.
- 11. **Pension:** Staff aged between 22 and state retirement age earning above the threshold for income tax will be automatically enrolled into the Scottish Widows Age UK pension scheme based on a 5% contribution by both employer and employee. Staff may opt out of the scheme within 30 days of receiving the scheme's joiner's pack for a full refund of any contribution made.
- 12. **Sickness:** Contractual sick pay is payable following 3 months' service
- 13. **Notice:** 1 months' notice is required in writing on either side. 1 week during probationary period.

#### **How to apply: -**

CV's and covering letter to be emailed to [d.sargeant@ageukexeter.org.uk](mailto:d.sargeant@ageukexeter.org.uk) by 9am on Tuesday 25<sup>th</sup> June 2024. The covering letter should support how your skills and experience match the person specification.

**Closing date: 9am Tuesday 25 June 2024**

**Interview date: Monday 1<sup>st</sup> July**

Shortlisted candidates will be contacted and invited for interview. In the interests of economy, we regret we are unable to acknowledge other applications.

# **Person Specification**

## **Receptionist/Administrator**

### **Essential**

- Energy and flexibility
- Attention to details at all times
- Warm, friendly personality with non-judgemental attitude
- Excellent inter-personal and communication skills, both over the phone and in person
- An understanding of, and sensitivity to, the needs of older people.
- Competent and confident in all Microsoft Office applications.
- Well-organised and able to prioritise tasks
- Ability to work well as part of a team and on own initiative
- Respect for older people and understanding of confidentiality issues
- Ability to maintain an air of calm in stressful situations
- Good written English skills

### **Desirable**

- Sense of humour
- Enquiring mind
- Confidence in handling money
- Good general level of education