



## **Reception/ Administrator for Penhaligon's Friends**

FIXED TERM CONTRACT - 1 YEAR initially- to be reviewed

Hours of work – 37.5 hours

Scale of Pay - £8.75 per hour (Living Wage)

£17,062.50 p/a

Responsible to – Manager

Working predominately in our Redruth office

### **Charity Description**

Penhaligon's Friends is an established Cornish charity supporting bereaved children and their families across Cornwall. The charity is run by a small staff team from our office base in Redruth, along with our team of over 60 volunteers. Service delivery and training is carried out throughout the county. We offer telephone support and advice, Memory Days, monthly support groups, family visits, 1-1 support, library resources, school groups and professional and volunteer training.

The base in Redruth is a busy working office with appointments for children and families. Training days are facilitated at the site and also within the community.

### **Job Purpose**

This is a new role, developed to meet the needs of our expanding charity.

To provide a professional, effective and welcoming reception for Penhaligon's Friends, ensuring exceptional customer focussed standards are delivered at all times. To manage queries relating to children and families sensitively, promptly, effectively and treating all queries confidentially.

To undertake a variety of administrative and support processes, within the office and externally as necessary. Accurately maintaining all associated systems and records in order to facilitate the smooth running of the service.

## Key Tasks

This is a busy, active and sometimes unpredictable role but the key tasks are as follows;

- To deal sensitively with phone calls and e mails from all incoming contacts, including families and referrers, logging referrals in the absence of coordinators.
- To be the point of contact for guests on arrival to meet and greet and ensure all visitors receive excellent customer service at all stages of their contact with the office.
- Ensure appropriate signing in of staff and visitors.
- Operate internal telephone system and relay messages accurately.
- To create administrative resources for the team as required, such as forms, letter templates, posters and newsletters.
- General office administration including photocopying, letter writing and note taking.
- To administer Penhaligon's Friends filing system, ensuring that client information is stored confidentially and in line with the requirements of data protection.
- Preparation of training packs, to include photocopying of training materials and other documents.
- Supporting staff and volunteers at external training events.
- Preparation for training days, setting out tables, chairs and computer equipment as necessary (room layout, catering, registration, bookings, resources)
- Preparing information packs for prospective volunteers, family visits, conferences, etc.
- Preparation of resources for the wider team to include manual handling of stock boxes into staff vehicles.
- Keep daily records of incoming mail and ensuring postage of outgoing mail, sending mass mail, books and other items as requested.
- Processing book orders through Amazon.
- To monitor/ re-order and organise stock items including stationary and promotional items, proactively seeking best value.
- Administration and input on databases.
- Liaise and collaborate with the existing Office Administrator and wider team.
- Updating website and social media pages.
- Booking appointments with schools, volunteers and families.
- Assist with arranging transport bookings.
- Ensuring office is kept tidy and presentable.
- To attend team meetings and contribute to team development.
- To complete and document regular fire safety checks in line with current policy.

The above is not exhaustive and is subject to review in conjunction with the post holder and according to future changes and development of the charity.

## Person Specification

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications &amp; training</b>	<ul style="list-style-type: none"> <li>• Educated to GCSE level or equivalent including English Language at Grade C or above.</li> <li>• Willingness and ability to undertake further professional development linked to the Charity's needs.</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL or equivalent</li> <li>• RSA 2 Word Processing</li> <li>• Grade C or above in GCSE Maths.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of working as a member of a team.</li> <li>• Proven experience of Microsoft programs and e mails/ internet.</li> <li>• Proven experience of typing and using keyboards</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in voluntary sector.</li> <li>• Experience of working within an office environment fulfilling a range of duties.</li> <li>• Experience of working in a customer service role.</li> </ul>
<b>Professional Values</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills, both verbal and written.</li> <li>• Ability to adopt a flexible approach to working.</li> <li>• Display an awareness and understanding of safeguarding.</li> </ul>	
<b>Knowledge and understanding</b>	<ul style="list-style-type: none"> <li>• Knowledge and understanding of data sharing protocols.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of maintaining and developing databases.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to work flexibly and on own initiative to meet the needs of the charity.</li> <li>• Ability to maintain relevant records and documentation accurately.</li> <li>• Good time management skills with ability to prioritise and work to deadlines.</li> <li>• Communicate effectively (both verbally and in writing) at all levels to a variety of audiences e.g. funders, volunteers, families.</li> <li>• Be able to work under pressure and meet deadlines.</li> <li>• Ability to produce leaflets and other resources.</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of using Wordpress.</li> <li>• Previous experience of website Management.</li> </ul>
<b>Personal characteristics</b>	<ul style="list-style-type: none"> <li>• Tact, diplomacy and sensitivity in dealing with a variety of situations.</li> <li>• Full understanding and commitment to confidentiality.</li> <li>• Organised and resourceful.</li> </ul>	
<b>Special requirements</b>	<ul style="list-style-type: none"> <li>• Eligibility to work in the UK</li> <li>• Subject to successful enhanced DBS check.</li> <li>• Full driving licence and use of own car.</li> <li>• A good sense of humour!</li> </ul>	