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**Job Description**

**Title of post:** Admin Bank Staff

**Salary:** £12.21 per hour

**About the role:**

The postholder will work as part of a small team that provides a wide variety of organisational reception cover, administrative tasks and clerical services described in key activities.

**Person characteristics and skills**

This role is ideally suited to someone who is organised, professional, positive, optimistic, self-motivated and enjoys variety and being busy. This will include having great administrative and people skills and lots of common sense. The post holder will have significant direct contact with our service users who represent a wide range of individuals who experience severe multiple unmet needs and deprivation, and will often present in crisis, a non-judgemental attitude and compassion is essential as is maintaining the highest standards of confidentiality.

**Key Activities of the role**

**First point of contact**

To act as the first point of contact, either on the phone or on site and ensure a warm and welcoming, clean, and tidy environment for service users, visitors, colleagues. This will include offering refreshments, managing enquires, taking and forwarding messages, problem solving, supporting access to the waiting area, alerting colleagues to service users’ arrival/ attendance. The post holder will support accepting and managing/sorting and displaying of donations from visitors. Donations include supporting colleagues in the collection and storage of food bank packages where needed.

**Support with meetings**

The small administrative/reception team will manage the meeting room diary, maintain oversight of meeting set up and managing refreshments requested and ensure the room is cleared.

**Health and Safety**

The administrative team support the organisation through established documented compliance health and safety check routines. This will include routine fire evacuation tests, fire alarm tests and panic alarm check procedure, internal building checks for health and safety issues, recording and responding though processes and communicating with cleaning and maintenance contractors.

**General Administrative**

The team maintain and assist with general filing, photocopying, preparing starter packs for staff, receiving, and unpacking and storage of supplies, stocktake office stationery and other stock as required. The team also maintain and balance our petty cash systems under supervision. The team also ensure admin security, confidential record-keeping, and communication are maintained and office space is kept tidy.

**Technology/ mobile phone**

Bridge uses mobile technology that includes case record systems and mobile smart phones. The administrative team are the main contact for phone issue, set up and managing and resolving technical issues, this may include basic tutoring of phone usage functionality for colleagues.

**General (person specific)**

Work flexibly within an agreed number of hours of work to maintain the most appropriate level of admin and reception service provision and keep abreast of developments in services and practice relevant to the aims of the service. To undertake other duties appropriate to the grade of the post.

**Person Specification**

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| **Essential** | **Desirable** |
| **Experience and qualifications** |
| Experience of providing reception and/or administrative support & knowledge of general office procedures  | Experience of contributing to the monitoring of health and safety processes regarding buildings, cleanliness and the safety and security of self and others. |
|  | Basic finance processing payment experience and petty cash float. |
| **Skills and knowledge** |
| IT literate and be able to demonstrate competence in the use of Microsoft Office packages such as – email/word/excel MS Teams and mobile phone package systems.  | Experience of supporting others/tutoring others to use phone and IT packages  |
| Confident and effective communication and problem-solving skills, both verbally and in writing  | Experience of communicating with people about difficult matters and/or in difficult situations |
| Ability to organise information resources and provide information to meet needs of the organisation.  |  |
| Able to maintain an appropriate, professional, and welcoming manner both face to face and over the telephone, appropriately advising service users and visitors based on presentation of need. |  |
| Ability to manage and prioritise own workload and keep calm under pressure. |  |
| **Other** |
| Demonstrate an empathy with Bridge’s aims and objectives. |  |
| Demonstrate a pro-active attitude towards the completion of tasks, and the maintenance and continuous improvement of service delivery standards. |  |
| Demonstrable experience of working flexibly, positively and cooperatively within a team. |  |
| Willingness to keep abreast of relevant professional developments and to undertake training for the post. |  |
| Understanding of the implications of the framework of Equal Opportunities and recognise the value of diversity in the workplace. |  |
| The post holder is expected to be flexible with regards to working hours to meet the requirements of the post. |  |
| Conform to standards of professional dress. |  |