



Office Administrator and Receptionist

Salary:	£24,345 + 5% pension contribution
Hours:	35 hours per week depending on availability, Monday – Friday
Contract:	Permanent
Location:	64 Altenburg Gardens, London, SW11 1JL and, when necessary for administrative tasks, other Share sites: We are 336, 336 Brixton Road, SW9 7AA; Share Garden, Springfield University Hospital, 61 Glenburnie Rd, London SW17 7DJ; Black Prince Trust, Beaufoy Walk, SE11 6AA
Annual leave:	25 days p/a plus your birthday off (increasing by one day per year, until a maximum of 30 days)
Reporting to:	Head of People and Culture (incoming); Chief Finance and Operating Officer in the interim

The role

As the Office Administrator and Receptionist at our training centre for adults with learning disabilities and autism, you will be the friendly face of our charity and provide administrative support to the various functions in the organisation. You'll deliver a high standard of service to clients and visitors and will be a calm, welcoming presence to everyone you come in to contact with. Your duties will be a mixture of carrying out reception work, working with your colleagues to arrange cover for our classes and activities, and undertaking general administrative to support the smooth running of Share.

Who we are looking for

This post will suit someone who is extremely organised, has excellent people skills and makes sure that things get done on time and to a high standard. We are looking for a conscientious person with excellent communication skills – written and verbal – who will be good at managing their own time and different priorities. You'll be a warm and friendly person who likes to interact with people and is confident in taking initiative when needed; you'll also enjoy working as part of a friendly and energetic team.

About us

At Share, we're passionate about supporting disabled people to set their own goals for learning and life, and then helping them to achieve their aspirations. We offer a range of training, employment, personal development, and social opportunities. Enabling people to be more independent, able to make informed choices, healthier and more resilient, and fully integrated in society is at the heart of our work. Our programmes reflect modern needs and focus on digital skills, health and wellbeing, and developing robust pathways into independent living and employment.

We have four sites and you will be predominantly based at our largest site in Clapham Junction. We also deliver programmes from a garden in Tooting, a community café in Vauxhall, and another training centre in Brixton.

We currently have 50 employees, and over 70 regular volunteers who support our work. We are delighted to hold several quality marks including Investors in People Gold Accreditation, Matrix Standard and our Autism Friendly status from the National Autistic Society.

As well as the chance of working with a friendly and committed staff and volunteer team, we offer:

- 25 days of leave p/a (plus you get your birthday off each year), increasing by one day for each year of service to 30 days
- Free 24/7 Employee Assistance Programme
- 5% contribution to a pension scheme
- Staff member of the month and year awards
- Season ticket loan
- Free breakfast for staff at all our sites
- Free headspace app for employees and two friends/family members
- Cycle to work scheme
- Ongoing access to training and development opportunities plus annual appraisals and monthly 1-2-1s with your line manager

Job description

Office Administrator tasks

- Manage the general Share inbox; action and forward emails to the right people.
- Arrange cover for activities and programmes across Share sites and in the community.
- Assist the wider team with data entry, administrative tasks, preparing batches of mail and shredding papers.
- Create, update and circulate checklists, spreadsheets or other documents as needed by other functions in the organisation.
- Create basic reports to present data using information extracted from the CRM database.
- Work with the Chief Finance and Operating Officer to arrange visits from health and safety professionals and contractors – e.g. pest control; fire safety officers; appliance testers

Receptionist tasks

- Greet and welcome guests in the building; answer questions and offer information, direct to the appropriate staff member and show them around when needed. Keep signing-in records on a daily basis, filing them appropriately every week in line with GDPR guidance.
- Maintain office security by following safety procedures, controlling access via the reception desk, reporting hazards and keeping procedures and reception handbook up to date.
- Answer, screen and forward incoming phone calls
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g. pens, forms and brochures)
- Perform other clerical receptionist duties such as filing, photocopying, posting letters, signing for parcels and distributing post.
- Log student attendances on CiviCRM and call students and families to enquire about absences.
- Build positive rapport with students, drivers, parents, carers and travel buddies to ensure relationships are maintained with Share and student collections are safe.
- Raise any concerns or messages to appropriate staff members.
- Support student work experience on reception.
- Support at lunchtimes when needed.

Person Specification

The successful applicant for this role will:

- Be able to deliver excellent customer service to everyone who comes through Share's doors by being friendly, polite and personable.
- Be able to demonstrate good administrative and MS office skills.
- Be a strong team-player who is friendly, reliable, helpful and doesn't get flustered easily. Every day at Share is different, and that will be something that excites rather than daunts you.
- Have the ability to communicate positively with people at all levels inside and outside of the organisation, with excellent written and verbal skills, and an ability to adapt communication in line with students' needs.

- Be able to use your initiative and be proactive in trying to solve problems.
- Be naturally self-motivated and conscientious, with the ability to work well with minimal supervision and adaptable to changing situations.
- Be able to inspire trust and confidence, following through on the things you've said you'll do.
- Have an understanding of the barriers disabled people face in living the lives they want to live.
- Demonstrate Share's values in all you do: be respectful, kind, inclusive, supportive, ambitious and act with integrity.

How to apply:

We actively encourage applications from people from minoritised ethnic communities and with lived experience of a learning disability and/or autism. This is because we believe our staff should reflect the diversity of our student body wherever possible in order to provide the best possible service.

Please send your CV and a covering letter addressing the following questions:

1. What are your top three qualities that make you an excellent receptionist/administrator?
2. What would you do if someone came in who was very upset and angry?
3. Can you tell us about a time when you were very busy and had to multitask? What was the situation and what did you do?

Please also complete our equal opportunities form, which you can download from the job advertisement page on our website. Please send us the three documents to hadmin@sharecommunity.org.uk.

If you would like to have chat about the role or visit us prior to applying, please contact a member of the HR team at hadmin@sharecommunity.org.uk.

We focus on ability and believe people work best when they feel valued, safe and happy. We do all that we can to make sure that Share is friendly and welcoming to everyone. All CVs and applications are sanitised to ensure unbiased recruitment, and if you make it to interview stage, some questions will be sent in advance. All disabled applicants who meet the minimum criteria will be offered an interview.

This job is subject to two satisfactory references, an enhanced DBS check and providing evidence of the right to work in the UK. If you are disabled and would like to discuss other ways of submitting your application, please contact us on 020 7924 2949.

Our privacy policy for job applicants can be found here: <https://www.sharecommunity.org.uk/privacy-policy-job-applicants>

We look forward to receiving your application.

