



## Receptionist and Office Administrator- Bank – Casual Work

<b>Salary:</b>	£12 plus £1.15 in lieu of annual leave
<b>Hours:</b>	Zero hours contract – Flexible bank work “as and when”
<b>Contract:</b>	Permanent
<b>Location:</b>	Share HQ, 64 Altenburg Gardens, London, SW11 1JL
<b>Annual leave:</b>	25 days per year pro rata (increasing by one day per year, until a maximum of 30 days)
<b>Reporting to:</b>	HR Manager

### 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, following health and safety guidelines and undertaking general administrative to support the smooth running of Share.

### Who we are looking for

This is an exciting post for 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. The majority of our students are people with learning disabilities and/or autism. We offer a range of training, employment, personal development, and leisure opportunities. We are a dynamic organisation that needs to be nimble and versatile to adapt to people's needs. We're a happy place to work with an emphasis on growing our people at all levels.

### Job description

#### 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.
- Help out in other ways that are reasonable.

## Person Specification

### The successful applicant for this role must:

- Have experience of working in a customer facing role, providing excellent customer service by being friendly, polite and confident in dealing with members of the public.
- 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.
- Have the ability to communicate positively with people at all levels inside and outside of the organisation, with excellent written and verbal skills.
- Use initiative and notice when things need doing.
- Be naturally self-motivated and conscientious, with the ability to work well with minimal supervision and adaptable to changing situations.
- Take pride in maintaining a clean and presentable personal appearance.
- Be able to inspire trust and confidence, behaving with integrity and honesty at all times and following through on the things you've said you'll do, to a high standard.
- Have a good understanding of the barriers disabled people face.

### How to apply:

Please send your CV with a covering note detailing your availability to our HR department at [hradmin@sharecommunity.org.uk](mailto:hradmin@sharecommunity.org.uk). You can contact us to discuss the role in more detail on 0207 924 2949.

This job is subject to two satisfactory references, evidence of qualifications, an enhanced Disclosure and Barring check and providing evidence of right to work in the UK. If you have a disability and would like to discuss other ways of submitting your application, please call us on 0207 801 9829.

We look forward to receiving your application.

