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| Job title | **Receptionist Administrator** |
| Department/Section  | **Millennium Court**  |
| Main purposes of job | **Summary of Post Based at Millennium Court’s reception:** The post holder will be the first and central point of contact for public and internal communications, representing Millennium Court appropriately and providing a high standard of customer service. They will carry out administrative duties on behalf of Millennium Court. They will also assist in ensuring Millennium Court facilities are maintained to a high standard. |
| Key tasks1.2.3.4.5.6.7.8.9.10.11.12.1.2.1.2.3. | **Reception & Administration:*** To be the first point of contact for in person, email, social media and telephone enquiries for Millennium Court and tenants.
* Provide information regarding Millennium Court services and projects to enquirers.
* Collate monitoring and feedback information on services provided by Millennium Court for funders and other stakeholders.
* Operate the telephone exchange and staff message system
* Support the development of the Millennium Court website including content management.
* Update Millennium Court’ social media channels.
* Manage Millennium Court Centre Room Bookings and Venue Hire Calendar.
* Manage incoming postal system and Millennium Court e-mail account.
* Support the Millennium Court Management with administrative support.
* Responsible for Millennium Court administration tasks including mail outs, sign up, communication with participants, completing registers for projects, postage and photocopying records.
* Attend and take minutes at team meetings.

**Facilities:**Provide service for room bookings including room set-up/clean up, hospitality, access to rooms, signage and a weekly room planner. Enable users to access resources and rooms and monitor lending and return of equipment. Submit monthly utilities readings. **Other Duties:**To be a key holder, regularly opening and securing the building – including out of office hours on occasion. To comply with relevant Millennium Court policies. To undertake any relevant training in relation to the post.Job descriptions cannot be exhaustive and the post-holder may, from time-to-time, be required to undertake other duties, which are broadly in line with the above key responsibilities. |
| Key objectives1.2.3. | Excellent customer service and communication skills, Strong organisational abilities, an ability to multitask effectively,Proficiency in computer software programs. |
| Responsible for equipment. | Reception are equipment, laptop, mobile phone. |
| Reporting to… | Company Manager Geraldine Lawless |

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| Essential Skills  |
| 1. Excellent customer service skills including telephone skills, dealing with in person enquiries, assisting people with additional needs and dealing with challenging behaviour.
2. Displays knowledge, understanding and demonstrable skills in managing/curating social media platforms, including Twitter, Facebook Instagram and LinkedIn.
3. Operating office equipment especially photocopier, scanner, laminator.
4. Competent with Microsoft Office programmes especially Word and Excel, e-mailing and internet.
5. Ability to create and manage computer database systems.
6. High standard of written and spoken English.
7. Basic understanding of Health and Safety issues in community spaces.
8. Ability to work in a team and also self-motivate without supervision.
9. Excellent timekeeping.
10. Excellent communication and people skills.
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| **Desirable Skills**1. Knowledge of local area, community and services.2.Experience of working in a community organisation. |

**Application Process:**

Apply in writing or by email, enclosing/attaching

* An up to date CV detailing relevant education and employment experience.
* A covering letter demonstrating how your skills meet the Essential and Desirable Skills criteria of the job description.
* Details of two referees, including at least one previous employer.

Email to geraldine@millenniumcourt.co.uk