



Job Title: Receptionist and Office Administrator
Reporting to: Facilities Coordinator
Direct Reports: 0
Job Band: Band 8
Size of Team: 100

Provide support to a St John Ambulance location including being the receptionist and doing administration relating to finance, facilities, and the running of the local office.

Key Responsibilities

- Maintain reception and all public areas of the building to a high standard
- Answer incoming telephone calls in an efficient and timely manner
- Greet visitors, particularly during peak hours, and provide access where necessary
- Deal with incoming and outgoing post for building users
- Notify the Facilities team of any maintenance issues relating to the building
- Receive deliveries and notify recipients
- Provide the office with general administration support (e.g. printing and photocopying)
- Support the office with finance related queries (primarily on invoices or orders) and ensure that they follow St John Ambulance finance policies and processes
- Assist with transfer of vehicle keys for SJA & hired vehicles
- Maintain and update appropriate databases
- Perform any other duties commensurate with these responsibilities, the band of the post and skills and qualifications of the post-holder

You will

- Be able to work on your own initiative
- Be Prepared to be flexible in covering a wide range of activities



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Person specification

This is a specification of the experience, skills etc. that are required to effectively carry out the duties and responsibilities of the post (as outlined in the job description) and forms the basis for selection.

Requirements	Essential	Desirable
Education and Qualifications		
Educated to GCSE level or equivalent (Grade C)	✓	
Experience		
Experience of supporting a facilities team		✓
Experience of working within a team	✓	
Experience of undertaking office administration	✓	
Experience of dealing with customer and employee queries	✓	
Skills, knowledge and abilities		
Good interpersonal skills with ability to communicate effectively at all levels	✓	
Ability to use Microsoft® applications at intermediate level	✓	
Ability to prioritise and show attention to detail	✓	
Good approach to customer service	✓	

This job description is intended as an outline indicator of general areas of activity and will be amended in light of the changing needs of St John Ambulance. It is expected that the post holder will be as positive and flexible as possible in using this document as a framework.

Initials:

Date of preparation: 11/2017