

## Administrator/Receptionist

---

**Department:** Children, Young People, Education and Skills

**Division:** Social Care

**Reports to:** Registered Manager

**JE Ref:** CYP1136

**Grade:** CS05

**JE Date:** 30/05/2023

### Job purpose

To provide comprehensive confidential and administrative support to the manager and staff whilst providing clerical and reception duties to Liberte House.

### Job specific outcomes

1. Greet all visitors with a positive helpful attitude. To act as the first point of contact for all visitors, telephone calls, answering all enquiries and responding with accurate, detailed, and professional information as required. Announcing all scheduled and un-scheduled visitors when necessary.
2. Provide appropriate oversight to the busy reception area which includes activating the computer and checking the telephone and e-mail messages, ensure any required documentation is available and up-to-date and keeping the area tidy and presentable.
3. Provide confidential clerical support to other areas of Children's Social Care, as and when required. Assist with a variety of administrative tasks, including copying and making travel arrangements.
4. To signpost staff, corporate clients, contractors, and visitors to the department.
5. To negotiate with suppliers, obtain quotes for supplies and goods required, receive deliveries from couriers, postal services, and suppliers.
6. To manage the reception diary and be responsible for any keys and logbooks.
7. Be responsible for maintaining the visitor's logbook and the issue of visitors badges. Maintaining the security of the building by checking and collecting badges when necessary.
8. Assist colleagues with any ad-hoc administrative duties and as when required.
9. Answer, forward and when necessary, screen telephone calls and unscheduled visitors to the department.
10. Receive sort and distribute mail

11. Schedule appointments, prepare meetings and training rooms. Providing refreshments when required.
12. Will be responsible for ordering of equipment for the office, advising maintenance departments of any faults with equipment and follow up on the call outs.
13. Maintain the petty cash for the department and be responsible for orders through Supply Jersey and JD Edwards.

## Organisational structure



## Person Specification

### Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b></p>	<p>Educated to GCE/GCSE Level in English and Maths. The postholder must have a good standard of written and verbal English.</p>	
<p><b>Knowledge</b></p>	<p>High levels of self-management and organizational skills with proven experience in an administrative/clerical role is required the postholder must be able to demonstrate the ability to work under their own initiative with a minimum of supervision, must be a self-starter and must be able to demonstrate the ability to organize workflow and meet tight deadlines.</p> <p>An ability to deal calmly and diplomatically with a wide range of people is essential.</p> <p>The post requires a high degree of confidentiality and excellent all round communication skills are an essential feature of the work undertaken.</p>	<p>Basic bookkeeping knowledge would be desirable</p>

	<p>Working knowledge of Data Protection (Jersey) Law 2018.</p> <p>The post holder must demonstrate good multi-tasking skills.</p>	
<p><b>Technical / Work-based Skills</b></p>	<p>Good IT skills are essential to this post, such as Outlook and MS Office products (to include Excel)</p>	
<p><b>General Skills/Attributes</b></p>	<p>Organisational and planning skills to manage and prioritize enquiries and act accordingly as they happen.</p> <p>Good time managements skills. Able to contribute positively as part of a team, helping with various tasks as and when required.</p> <p>A consistent professional dress and manner</p>	

<p><b>Experience</b></p>	<p>Previous experience of administration work is essential.</p> <p>Flexible and adaptable when dealing with interruptions from callers both by telephone and in person to the department, to maintain an excellent professional manner throughout.</p> <p>Excellent customer service skills, with the ability to communicate at all levels with total confidentiality and professionalism is essential.</p> <p>The post holder will be required to have a working knowledge of Supply Jersey and JD Edwards. Be confident when dealing and handling cash and maintain accurate Petty Cash reimbursement and reconciliations.</p>	
--------------------------	--	--

---

**Core Accountabilities, Attributes and Behaviour Indicators**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

An enhanced DBS is required.