


Hanover (Scotland) Housing Association Ltd

JOB DESCRIPTION		
Position:	Receptionist	
Department:	Organisational Services	
Reports to:	Senior Organisational Services Administrator	
Band:	I	
Date:	May 2016	

Purpose of Job

To provide a reception and general clerical/administrative support for the activities of the Organisational Services Department and the Association generally

Main Duties and Responsibilities

- 1.1 Provide an effective reception and switchboard service
- 1.2 Sort incoming mail and frank and prepare outgoing mail each night
- 1.3 Provide support in the running of the Conference Centre and other meeting facilities, as agreed between the Senior Organisational Services Administrator and the Communications Manager
- 1.4 Provide general clerical and administrative support, as necessary, to the Director of Organisational Services and other staff in Organisational Services Department
- 1.5 Provide general clerical and administrative support to the other Association Departments, as delegated by the Senior Organisational Services Administrator
- 1.6 Deal with deliveries on a daily basis and book taxis for staff and external visitors as required
- 1.7 Log all cheques and money coming into the organisation daily and pass to Finance Department
- 1.8 Process purchase orders and invoices, as required, for the Organisational Services Department
- 1.9 Maintain and update the Association's phone lists and other information, eg car registration lists
- 1.10 Monitor the Admin mailbox on a daily basis and other mailboxes on an as required basis
- 1.11 Monitor stationery and replenish stock as necessary, including placing milk orders and other catering items on an as required basis.
- 1.12 Maintenance of the Association's image library on an on-going basis.

- 1.12. Maintain a petty cash tin for stamps/postage in reception and ensure the money is passed to Finance Department on an agreed basis
- 1.13 Prepare spreadsheet of monthly credit cards' usage for the Organisational Services Department and code accordingly
- 1.14 Receive and arrange for the distribution of the newsletter to all residents, and other publications as required. This involves labelling envelopes, either by development or individually, and ensuring these are ready for collection by other staff to deliver or send by post within a specified deadline each quarter

Other Duties

- 2.1 To work with colleagues in the OS Department, and the Association as a whole, and to assist in developing innovative ways of delivering an effective reception service.
- 2.2 To undertake such other duties as appropriate and as discussed and agreed with the Senior Organisational Services Administrator.

Performance Management

- 3.1 Work within a performance culture, which is underpinned by a strong, personal performance motive and belief in continuous improvement.
- 3.2 Operate within a Strategic Business Unit (SBU).
- 3.3 Deliver key business objectives and meet EPR through a personal performance plan.

Working Relationships

Internal:

- Deals with all staff in all departments on an as required basis

External:

- Deals with all external callers

Job Context and other Relevant Information

The Post Holder:

- must discharge their relevant duties and responsibilities under the Health & Safety Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999 (as amended) and all relevant Codes of Safe Working Practice and policies. The Health and Safety at Work Act stipulates that it is the responsibility of every employee to observe all rules governing health and safety and such safety equipment as provided must be used.
- must have due regard to the Association's current management arrangements for Data Quality. All employees have a responsibility to ensure that the data they collect, manage and report, including data from third parties is accurate, valid, reliable, relevant, complete and produced in a timely fashion to aid sound decision making and that appropriate procedures, systems and processes are in place to provide quality data.
- must work in accordance with the Association's policies, procedures, information, instructions, and/ or training received.

This profile is indicative of the nature and level of responsibility associated with the post. It is not exhaustive and the post holder may be required to undertake such other duties as may be required to meet the needs and responsibility of the service and the Association.

Signed Line Manager (if applicable)

Signed Post Holder

Person Specification

Job Title: Receptionist



As part of the Disability Symbol accreditation, the Association has made the commitment to interview all applicants with a disability who meet minimum essential criteria for the post.

Criteria	Essential/ Desirable
1. Skills/Abilities/Knowledge <i>This section specifies the skills, abilities and knowledge the postholder must have to perform satisfactorily.</i>	
<ul style="list-style-type: none"> Strong computer skills, including experience using Microsoft Windows, word-processing & e-mail. 	Essential
<ul style="list-style-type: none"> Ability to interact well with people at all levels both in person and over the phone. 	Essential
<ul style="list-style-type: none"> Evidence of strong organisational skills 	Essential
<ul style="list-style-type: none"> Confident Manner 	Essential
<ul style="list-style-type: none"> Evidence of general administrative skills to undertake routine and non-routine tasks 	Essential
<ul style="list-style-type: none"> Basic skills in health and safety, including identification and reporting of hazards and minimizing risks 	Essential
2. Experience <i>This section specifies the level and quality of experience required.</i>	
<ul style="list-style-type: none"> At least one year's experience of reception work 	Essential
3. Education/Qualifications <i>Degrees or diplomas obtained abroad are acceptable if they are of equivalent standard to UK qualifications.</i>	
<ul style="list-style-type: none"> Educated to 'O' grade or equivalent standard 	Essential
Equal Opportunities This Association is working actively to promote equality of opportunity both in its employment practices and in the delivery of its services. It is essential that the postholder is willing to work in accordance with existing policies and codes of practice	Essential