



## STAFF JOB DESCRIPTION

### 1. JOB DETAILS

<b>Job Title:</b>	Receptionist / Administrator
<b>Grade/Salary Scale:</b>	£15,023 - £16,838
<b>Responsible to:</b>	Team Leader (Administration)
<b>Hours:</b>	37.5 hours a week

### 2. ROLE/TEAM OVERVIEW:

The purpose of this role is to provide administrative support to the Signpost Recovery organisation. The post holder is expected to work as member of the Administration Team.

The post is based within the Falkirk premises of Signpost Recovery, however on occasion the post holder may be expected to work at the main office in Alloa in order to cover the exigencies of the organisation.

This post will require a high degree of communication and organisational skills due to the duties involved.

The post holder will operate all the administrative functions of the Falkirk office ensuring safety, security and confidentiality in all aspects of the role. The post holder will maintain regular communications with operational and senior management staff.

### 3. KEY DUTIES AND RESPONSIBILITIES

Answer all incoming calls and direct where necessary in a professional manner.
Take referrals by phone and mail.
Provide a point of contact for operational staff working in community settings.
Meet and greet all visitors/clients in a friendly and professional manner.
Produce files when initial assessments are completed within the service and distribute when completed.
Administer bookings for rooms within the Falkirk premises.
Assisting the office with typing, photocopying and other office duties as required.
Record mail and distribute accordingly. Email outgoing mail to Head Office for franking.
Attend internal and external meetings to take minutes as required on a periodic and regular basis

To actively participate in Administration Team meetings and work as part of the team.
To be aware of and committed to the Health and Safety policies and procedures of Signpost Recovery. Follow actions from Health and Safety Risk Assessments and Safe Systems of Work.
To be committed to the equal opportunities and diversity policies of Signpost Recovery, Forth Valley ADP and NHS Forth Valley and to communicate effectively with service users from a diverse range of backgrounds, understanding and respecting the impact of difference and diversity upon their lives.
Actively progress one's own continuous professional development and regular updating of knowledge, skills and learning. This is inclusive of you participating in your own supervision, training and appraisal in accordance with Signpost Recovery policy.
To undertake any other duties as may reasonably be requested by the Team Leader and/or senior management.
Hold a current driving licence, have access to a roadworthy vehicle and have appropriate business car insurance for the purpose of the job role.
Undertake and maintain an acceptable Enhanced Disclosure in accordance with the Protection of Vulnerable Groups legislation (2007).

#### **4. COMMUNICATIONS AND WORKING RELATIONSHIPS**

As a representative of Signpost Recovery, and in the course of your work, you will be expected to conduct yourself in a professional manner and consistently demonstrate a high level of effective communication and interpersonal skills with regard to your interactions with others e.g. clients, client's families, members of the public, staff from other services, colleagues and senior staff within the organisation.

You will work closely with and co-operate with other members of staff within the organisation to ensure the delivery of a high quality service.

The Team Leader, as your line manager, will monitor and supervise your work through various means and will be your direct line of contact with regard to any issues arising from your work.

**5. PERSON SPECIFICATION**

JOB TITLE	RECEPTIONIST/ADMINISTRATOR	
	ESSENTIAL	DESIRABLE
<b>Qualifications/Training/Skills/Ability</b>	<ul style="list-style-type: none"> <li>• Microsoft Office skills.</li> <li>• Organisational skills.</li> <li>• Excellent communication skills - verbal, numerical and written.</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL</li> <li>• Ability to produce reports, input data etc.</li> <li>• Relevant First Aid Training.</li> <li>• Educated to HNC level in an appropriate administrative subject or working towards this.</li> </ul>
<b>Work Experience</b>	<ul style="list-style-type: none"> <li>• Previous administration experience in a busy operational environment.</li> </ul>	
<b>Manner/Speech /Appearance/ Disposition</b>	<ul style="list-style-type: none"> <li>• Positive and pleasant personality.</li> <li>• Smart appearance.</li> <li>• Positive 'can do' attitude.</li> <li>• Flexible</li> </ul>	
<b>Other (specify)</b>	<ul style="list-style-type: none"> <li>• Ability to work on own initiative as well as part of a team.</li> <li>• Driving Licence</li> </ul>	

**7. JOB DESCRIPTION & PERSON SPECIFICATION – AGREED BY POSTHOLDER**

**Before confirming appointment, applicants will be required to obtain Protection of Vulnerable Groups (PVG) Scheme Membership through Disclosure Scotland.**

**The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties.**

**Any changes will be made in discussion with the post holder in the light of service needs.**

**I hereby understand and agree to the information contained within this document.**

Signature of post holder: .....Date.....

Signature of employing officer: .....Date.....