

## **Job Description** **Receptionist/ Office Assistant**

<b>Hours of Work:</b>	22 hours/ week; Wednesday – Friday 10.00am-4.00pm and Saturday 10.30am – 2.30pm
<b>Hourly rate:</b>	£8.25 -£9.50
<b>Annual salary:</b>	£9438 - £10868 (FTE £16088 - £18525)
<b>Pay</b>	Monthly

The Sherwood Psychotherapy Training Institute is an educational organisation providing professional training in Psychotherapy and Counselling. We are seeking a Receptionist/ Office Assistant with excellent interpersonal and IT skills to work alongside the administrative team in a small but busy office. This is a permanent part time post, 22 hours per week, Wednesday – Saturday.

The successful applicant must have at least 6 months administrative experience, preferably within an academic office, and must have excellent organisational, administration and IT skills. They must be educated to GCSE, or preferably A level equivalent. The post incorporates a wide variety of tasks and responsibilities hence the successful candidate will need to be flexible, adaptable and able to prioritise tasks. They will be able to work as part of a team and to use their own initiative. Excellent interpersonal skills, with a pleasant, confident and engaging manner are essential to respond to customer enquiries and work closely with current students, graduates and staff.

### **Main Tasks and Responsibilities**

- Receiving and assisting visitors and ensuring they are greeted promptly and courteously.
- Answering telephone enquiries from current students, graduates, academic staff and suppliers, transferring them and taking messages as required.
- Computer work including word processing and data inputting, maintaining databases (Access), receiving e-mails, responding, forwarding to the relevant person where necessary.
- Sending e-mails and attachments to students, graduates, academic staff and suppliers.
- Maintaining and updating filing, both paper and electronic.
- Scanning and amending documents
- Sort incoming post, frank outgoing mail, shredding.
- Use of library loans database to return, renew and loan resources to students.
- Assisting students with library queries, checking course reading lists, re-shelving books
- Ordering office and library supplies
- Organise catering for meetings and open days.
- Organising room bookings
- Supporting team members in events management
- Checking and monitoring maintenance of reception and general student areas
- Buildings maintenance – monitoring of maintenance schedules and undertaking health and safety checks under the supervision of the Business Manager
- Handling of confidential and sensitive information with discretion

## Person Specification – Receptionist/ Office Assistant

	<b>Essential</b>	<b>Advantageous</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• GCSE or above</li> </ul>	<ul style="list-style-type: none"> <li>• A Levels or equivalent</li> <li>• Qualification in office administration</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills</li> <li>• Excellent inter-personal skills</li> <li>• Excellent IT skills (Microsoft office, Word, Excel, Access, Internet)</li> <li>• Excellent organisational skills and ability to multi-task</li> <li>• Excellent administration skills</li> <li>• Excellent team working skills</li> <li>• Ability to work under pressure</li> <li>• Excellent attention to detail</li> <li>• Discretion when handling confidential information</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and use of web tools</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• At least 6 months office experience or front of house experience working with Microsoft Office, Outlook, Access,</li> <li>• Use of databases</li> <li>• Working in a team</li> <li>• Working under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• More than 2 years office experience</li> <li>• Experience of work in an educational or counselling setting</li> <li>• Library experience</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• A pleasant, confident and engaging manner</li> <li>• Friendly and enjoys working with people</li> <li>• Commitment to providing excellent customer service</li> </ul>	