

JOB DESCRIPTION

Post: Erskine Veterans Activities Centre (EVAC) Receptionist/Administration Assistant

Reports to: EVAC Manager

Main purpose of the job

As the front of house colleague, the postholder will create a welcoming Erskine led environment. They will ensure the efficient running of the Centre's Reception and provision of administration support to the Centre, in particular participant registration and monitoring, as well as support to the Centre Manager and staff.

DUTIES/RESPONSIBILITIES

1. Meet and greet new participants, guests and visitors and inform the appropriate departments of their arrival
2. Receive telephone calls, take messages; ensure that calls/messages are passed to the correct person and dealt with in a professional manner
3. Communicate with staff, visitors and participants in a helpful and pleasant manner at all times
4. General office administration e.g. typing, minutes of meetings, filing, photocopying, processing mail, ordering supplies
5. Assist the Activity Centre Manager in arranging staff meetings and produce accurate, formal minutes of the meeting
6. Liaise with other departments and external; agencies, as appropriate
7. Assist in administering and maintaining participant registration, monitoring and recording of data
8. Comply with Erskine's policies and procedures.
9. Undertake training and development as required for the role
10. Any other duties within the scope of the role, or as required by the Centre Manager

PERSON SPECIFICATION

No	Applicant criteria for post	Essential	Desirable
1	Exceptional interpersonal skills and a motivation to maintain effective working relationships with participants, stakeholders and staff	√	
2	Excellent organisational skills with the ability to manage a varied workload and take the initiative in problem solving	√	
3	Skilled in using Microsoft packages; word, excel, powerpoint	√	
	Ability to stay calm in a busy environment with competing demands	√	
4.	A positive can-do attitude	√	
5	Knowledge of the workings of a community environment, understanding and recognition of the needs of the service and the indirect impact change has on other areas of the organisation		√
6	Experience in developing systems/data collection		√
9	Evidence of continuous professional development and a willingness to undertake further training		√