

Job Description

Job Title: Reception Administrator

Location: Tim Pryor Centre, 34 Wilkinson Street, Sheffield S10 2GB (with some flexibility for remote working from home should this be required).

Accountable to: The Board of Trustees

Reporting to: Head of Service

Accountable for: Reception and administrative duties at the Tim Pryor Centre

Job Summary: To help ensure the smooth running of the service and to create a welcoming environment for clients, staff, therapists, assessors, volunteers and visitors at the Tim Pryor Centre.

Key Responsibilities

The principle areas of responsibilities include:

1. To ensure the smooth running of reception and to create a safe and welcoming environment and a high standard of customer care. To ensure confidentiality.
2. Reception duties including answering the phone, responding to email enquiries, welcoming clients and visitors, management of appointments, use of electronic diary and inputting of information to client records. To offer refreshments to clients and visitors.
3. To ensure timely communication with core staff and therapists and assessors and volunteers.
4. To work with volunteers in reception and to train them and allocate tasks and provide appropriate supervision.
5. To open up the Centre in a morning when necessary and to ensure the reception area is tidy and ready to welcome clients. To ensure therapy rooms are tidy and set up with appropriate resources for client work. To ensure that the communal areas within the Centre are maintained to the organisation's high standards of presentation and remain a Covid-safe environment in alignment with Cavendish Cancer Care's policies.
6. To support the organisation with tasks relating to administration. Update the charity's database (CRM) and related systems with relevant details in a timely and GDPR compliant manner.

7. To comply with all Cavendish Cancer Care's policies and procedures and to act in a professional manner at all times.
8. To protect the good name and reputation of Cavendish Cancer Care by every reasonable means.
9. Any other reasonable duties as agreed with the Head of Service and as needed to support the work of this small, local charity.

Person Specification

Essential

- Experience of working in reception
- Proficiency and professionalism in face to face interaction with members of the public
- Ability to deal with people who may be vulnerable and distressed
- Adherence to the need for strict confidentiality
- Exceptionally well organised with the ability to manage multiple tasks effectively
- Excellent written and verbal communication skills
- Ability to work both independently and as part of a team
- Strong IT skills and sound working knowledge of MS Word, Excel package
- Attention to detail and accuracy
- Good timekeeping
- To work with honesty and integrity at all times
- First Aid qualification or able to undertake appropriate training

Desirable

- Previous experience in a health, social care or charitable sector setting
- Previous experience working alongside volunteers
- Previous experience working in an office
- Ability to respond flexibly to any situation that arises

Key Deliverables

- To become an effective and fully integrated member of the service team
- High standard of customer care maintained
- Data inputted accurately and in a timely manner
- All data and client interactions promptly recorded on the electronic diary and in the CRM/database in line with GDPR

Key Measures

- Positive feedback from clients and volunteers
- Positive feedback from staff and therapy team

The post holder may also be required to carry out other duties reasonably expected by Cavendish Cancer Care.

This job description may be amended from time to time to reflect organisational and role developments and needs.

Contract Terms: Permanent, part time.

Initial working hours: 15 hours per week over 2 days:

Monday 0845 – 1715 (includes one hour lunch break unpaid)

Wednesday 0845 – 1715 (includes one hour lunch break unpaid)

With the expectation that the role will expand to 3 days per week with the additional day worked flexibly by agreement to cover absence and other tasks related to the role. The timescale of this to be agreed in line with the needs of the service.

Salary: £18,500 per annum pro rata

Pension: Cavendish Cancer Care Group Personal Pension Plan, Royal London
Employer Contribution 3%, Employee Contribution 5%

Annual Leave: 25 days (pro rata) + Bank Holidays (pro rata)