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www.southallblacksisters.org.uk

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| JOB DESCRIPTION |

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| RECEPTIONIST AND OFFICE ASSISTANT |

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| Job Purpose |

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| Primarily to perform the duties of a receptionist including answering all telephone calls and dealing with messages, transferring calls, attending to clients and general administrative duties on reception. To also assist advocates, other staff and management with administrative or other duties. |

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| Responsible to |

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| Operations Manager / Director. |

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| Hours of Work |

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| The standard working week for this post is 40 hours per week, 8.30am to 5.30pm Monday to Friday. Some flexibility will also be required due to the need to handle emergencies or meet deadlines. |

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| Salary Scale |

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| Salary range from £19,287 to £20,349(incl OLW) per annum depending on experience. |

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| Commitment |

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| The employee must be committed to the aims and objectives of Southall Black Sisters and working in the voluntary sector generally. Given the nature of the work at SBS and the service users, the employee must demonstrate sensitivity and patience towards all service users and generally have a positive disposition. |

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| Overall Duties and responsibilities |

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| Overall, the duty will be to undertake the day to day management of the reception area and carry out administrative tasks. |

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| Specific Duties |

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| 1 | To manage reception phones during the centre’s opening hours. |
| 2 | To manage the reception area on a day to day basis. |
| 3 | To answer the telephone promptly and politely and make telephone calls when requested by staff. |
| 4 | To deal with service users and callers at reception in a polite and courteous manner. This often includes consoling distressed clients and offering refreshments where necessary. |
| 5 | To take messages promptly and accurately for all staff and ensure that they are communicated to them. |
| 6 | If required, to make appointments promptly and accurately for staff using both manual and computerised systems. |
| 7 | To file and maintain an accurate filing system for all enquiries and maintain proper records of all calls as per our procedures. |
| 8 | To undertake photocopying duties when requested. |
| 9 | To undertake typing and other similar duties when requested. |
| 10 | To collect all post promptly and to post all items at agreed times. To keep up to date with postal charges and general postal matters. |
| 11 | To order stationary as required from appropriate suppliers and maintain the stationary stock under the supervision of the Operations Manager. |
| 12 | To assist when required with the maintenance of the centre and its resources. |
| 13 | To ensure that the ground floor including external areas are tidy, at all times and that required posters, leaflets or other signage are securely attached and visible and maintain stock of these materials. To maintain the reception notice board. |
| 14 | To ensure that the waiting room and surrounding areas are safe environment and to report any unsafe aspects of the centre and its resource equipment to the Operations Manager and/or the Health and Safety Officer. |
| 15 | To assist in the organising of meetings, events and other activities as requested to do so by the Operations Manager. |
| 16 | To assist in all other administrative tasks as required by the Operations Manager. |
| 17 | To follow SBS reception procedures at all times. |
| 18 | To follow the Health and Safety procedures. |
| 19 | To ensure that all interviews/meeting rooms and kitchen are kept clean and tidy. To check rooms for cleanliness after appointments. |
| 20 | To empty / fill the dishwasher whenever required, ensuring that knives are neither visible nor accessible. |
| 21 | To ensure that the kitchen equipment is in good working order. To carry out a stock take of provisions each month and provide these details to the Finance Assistant. |
| 22 | To assist the Operations Manager with all enquiries about volunteering roles at SBS. |
| 23 | To assist the Operations Manager with administration in relation to SBS merchandise and to take responsibility for orders as required. |
| 24 | To purchase items for the office e.g. food, milk, stamps, etc as and when required. |
| 25 | To manage the limited car parking at the centre, to ensure that staff and clients are using the spaces appropriately and where required, that space is allocated for VIP visitors. |
| 26 | To provide refreshments especially tea and coffee to visitors of the centre when requested by a member of staff. |

This job description may be updated from time to time to reflect the on-going changes in office practice.

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| General Duties and Responsibilities |

The employee will be expected to be self-servicing and be able to work under their own initiative, but the following duties will be undertaken with other staff within the organisation:

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| 1 | Undertake any additional duties which will contribute to the smooth running of the SBS centre, services and projects. |
| 2 | Assist with maintaining the premises to comply with health and safety requirements including but not limited to, additional requirements in relation to Covid-19 (This includes keeping the premises clean and tidy.) |
| 3 | Assist in the good maintenance of finances and accounting systems. |
| 4 | Provide regular progress reports to the Operations Manager and to the Director as and when required. |
| 5 | Provide information about reception and administration as and when required. |
| 6 | Attend staff, management, training, supervision and other meetings when required. |
| 7 | Assist in maintaining high standards in all aspects of the organisation’s work.This includes complying with and promoting issues of confidentiality, data protection, equal opportunities and other policies and procedures of the organisation. |
| 8 | To actively contribute to the organisation’s cohesion, encouraging cross-team working and problem solving approaches. |
| 9 | To take a personal responsibility to keep up to date with issues affecting black and minority women and the work of the organisation. |

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| PERSON SPECIFICATION |

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| The person appointed to this post must demonstrate that she has the following general characteristics, skills, knowledge and experience. Essential criteria is indicated by **(E)** and desirable by **(D)**. |

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| General |

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| **(E)** | Commitment to the aims, objectives and working practices of Southall Black Sisters. |
| **(D)** | High standard of general education. |
| **(E)** | A good standard of IT skills and able to use the Internet. |
| **(E)** | Knowledge and awareness of issues affecting Asian, African and Caribbean women, especially in respect of violence against women, state responses, racism and religious and cultural constraints. |
| **(E)** | Commitment to challenging poverty and all forms of inequality and injustice. |
| **(E)** | Commitment to creating and maintaining secular spaces necessary to build solidarity across different ethnic and religious backgrounds. |
| **(E)** | Be able and willing to work flexible hours, including weekends and evenings. |
| **(E)** | Have an understanding and commitment to shared responsibility in a team context (including covering in cases of emergency) and be able to put this into practice. |
| **(E)** | Be willing to take all necessary steps to ensure the safety of users this includes undertaking all practical support such as accompanying to court and agencies when needed. |
| **(E)** | Be willing to assist the organisation with additional tasks when required. |

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| Experience |

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| **(E)** | Good knowledge of reception and telephone systems. |
| **(E)** | Good knowledge of filing systems. |
| **(E)** | Good all round office skills. |
| **(E)** | Good organisational skills. |
| **(D)** | Have experience of working with women, especially black and minority women in a voluntary or paid capacity. |
| **(D)** | Have any reception or customer service courses achieved. |
| **(D)** | Have experience of working as a receptionist/administrative assistant. |
| **(D)** | Have experience of liaising with a range of professionals and agencies. |

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| Skills |

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| **(E)** | Have good listening skills to communicate with both vulnerable clients and professionals. |
| **(E)** | Understand the overriding importance of confidentiality in relation to the users, staff and the organisation. |
| **(E)** | Be able to demonstrate an empathy for the issues and barriers faced by black and minority women. |
| **(E)** | Understand the significance of racism and cultural and religious pressures as barriers affecting the choices that black and minority women can make about their lives. |
| **(E)** | Be able to work on own initiative and as part of a team without close supervision. |
| **(E)** | Be able to maintain professionalism when dealing with enquiries and users which may be stressful and demanding. |
| **(E)** | Be well organised. |
| **(E)** | Be able to work effectively and calmly under pressure including prioritising workload and meeting deadlines. |
| **(E)** | Be dependable and flexible. |
| **(E)** | Be able to work effectively within a team. |
| **(E)** | Be able to speak Punjabi, Hindi or Urdu fluently. |
| **(E)** | Be able to respond positively to change. |
| **(E)** | Have good keyboard, word processing and computing skills and knowledge, including use of the internet. |
| **(E)** | Have good written communication skills in order to be able to write to service users and professionals, and to maintain records. |
| **(E)** | Desire to help in managing and developing reception and administrative systems. |