



Job Description

Key details

Job title:	Receptionist/Administrator
Reports to:	Finance Manager
Business/Division	Finance
Status	Temporary
Location	Hollywood
Salary	NJC Pay Scale S1 – S2 £15,014 - £16,491

Job role

To ensure the smooth running of the office as well as providing support to the Finance and Housing Teams and the CEO
To provide front of house presence and an efficient reception service

1. Key responsibilities

- To be responsible for reception area and its appearance
- To answer, screen, forward calls and take messages
- To meet and greet guests and provide them with refreshments
- To take charge of post (sign for, sort and distribute incoming post and send evening post). Arrange couriers if required
- Maintain office stationery and stock
- Deal with recycling and confidential waste
- Keep kitchen stocked and tidy, including water dispensers
- Book meeting rooms and arrange refreshments as required
- Handle rent payments and ground rent payments
- Prepare lodgements for banking
- To provide administrative assistance and support to the Finance and Housing Teams and the CEO
- Respond to maintenance queries, requests and call outs as and when required.
- To keep accurate records, including customer contact and internal databases
- Identify and highlight potential improvements to systems and procedures that will improve the service to tenants
- To take minutes at meetings, type up and distribute.
- Inputting of information on to databases
- To ensure administration is kept up-to-date
- Ad hoc duties as required by the Finance and Housing Manager(s)



Person Specification

Reports to	Finance Manager	
Base location	Holywood	
Jobholder requirements		
	<i>Essential</i>	<i>Desirable</i>
Qualifications	GCSE grades A-C level or equivalent to include Maths & English. Intermediate level of MS Word, Excel & PowerPoint.	NVQ level 2 in administration or equivalent
Knowledge and Experience	at least 12 months' experience working in an administrative support role in the last 5 years; or at least 12 months' experience working in a reception/front of house environment in the last 5 years	A background within Property, Estate Agency or Housing
Skills	<ul style="list-style-type: none"> • Excellent communication skills (written and spoken) • A pleasant, professional telephone manner. • The ability to remain calm and unflappable under pressure. • proficient in MS Office 	Note & minute taking

Additional Requirements	
Personal Attributes	<ul style="list-style-type: none"> • a 'can do' flexible approach with the ability to multi-task under pressure. • passionate about delivering customer service excellence • organised, methodical and take pride in your work.
Travel	Occasional travel and out of hours working
Access NI	You must be willing to undertake a basic Access NI Check

Key competencies and Behaviours

Competency	Behaviours
Managing and motivating people	<ul style="list-style-type: none"> • Meets regularly with their team members and is available when needed • Gives constructive feedback and praises good work • Identifies development and learning activities to enhance performance and support career progression • Actively discourages negativity and demonstrates a positive approach by example • Sets clear goals and objectives and explains what is expected • Assesses team and individual performance and takes steps to address any performance related issues • Ensures that individuals are working as part of overall VHE team and in partnership with other VHE stakeholders • Supports their team members to become involved in broader work in an organisation
Communication	<ul style="list-style-type: none"> • Actively promotes two-way communication • Passes on information to the right person at the right time • Shows empathy and genuine interest when listening and/or responding to others • Keeps people up to date with information
Problem Solving	<ul style="list-style-type: none"> • Strives at all times to do things the right way first time • Identifies and takes personal ownership of problems and escalates where necessary • Generates or finds possible solutions to problems • Follows problems through to resolution • Not afraid to explore mistakes for key learning and share this with others
Conduct and Values	<ul style="list-style-type: none"> • Motivated to work effectively • Has a positive attitude to work, 'lives' the values" and conducts him/herself accordingly
Working with Others	<ul style="list-style-type: none"> • Contributes in Team Meetings • Recognises when help is needed • Helps to build team harmony and adapts style to the team they are working with • Builds strong and constructive working relationships • Is aware of personal impact on others and uses this to build a positive working environment • Inspires others to work better together by contributing to a happy work environment
Planning and Organising	<ul style="list-style-type: none"> • Looks ahead and sets plans to meet short, medium and long term needs • Agrees plans for the completion of tasks and goals • Monitors progress to ensure deadlines are met • Organises own time effectively to meet plan timescales • Organises work clearly and methodically • Provides regular updates • Adapts to changes in plans