**Job Title:** Receptionist/Admin Strabane

**RESPONSIBLE TO:** Manager

**HOURS OF WORK:** Monday – Friday 35 hours per week

**Salary: £23,656.00/annum. Per Annum**

**LOCATION: Advice North West Dock Street Strabane**

**SUMMARY OF RESPONSIBILITIES:**

The receptionist/administrator will work in a busy public office as part of a small and dedicated team providing an advice and information service to the general public. Your role will be to act as Advice North Wests first line of contact with our clients, new users, external organisations and the public and to ensure that office records and procedures are maintained to the highest quality and continually improved.

**SPECIFIC DUTIES:**

* To offer a diagnostic service to our users and to ensure that all necessary and appropriate help is given to users in an empathetic manner.
* Be responsible for the making of appointments for ANW Advisers and signposting and informing our clients to all our service provision e.g. Rural and Urban Outreach Sessions, Deb Macmillan, Pension Wise,
* Be responsible for all incoming phone calls and receiving messages for all of ANW staff;
* Overseeing general office procedures including the maintaining of records, filing and information systems and photocopying duties
* Providing direct secretarial support to the Manager and Management Committee as directed e.g. preparing correspondence, typing duties;
* Be Responsible for Desktop publishing duties, including the drafting of invites, flyers, Annual Reports, Newsletters and other relevant documents;
* Take responsibility for external mailings e.g. Newsletters, AGM Mailings, Special Event Mailings etc;
* Maintain and update relevant databases of funders, key stakeholders, external organisations etc;
* Be responsible in maintaining an up-to-date information bank of leaflets, literature and SSA Benefit Application Forms for the Advice Service;
* Be responsible for the ordering of office stationery;
* Taking responsibility of office petty cash;
* Assist with the arranging of venues and catering for ANW Meetings;
* Attend and participate in any training sessions, seminars, meetings/discussions considered necessary. Be willing to undertake the Level 4 Adviser Training if opportunity arises.
* Liaise with Manager with regards to self-development;
* Contribute to the development and maintenance of appropriate statistical and information systems in support of the Advice Centre;
* To attend staff and, when required, Management Committee meetings
* Liaise with other Advice Centres and external organisations to ensure effective internal and external communication;
* Undertake any other reasonable duties as required.
* Demonstrate commitment to the aims and policies of the Advice North West service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Personnel Specification**

**Date: May 2025**

**Job Title: Receptionist/Admin**

**Experience**

**Essential:**

1. Applicants should have at least 5 GCSE’S or equivalent

2. One year’s experience dealing with the General Public in an empathetic manner

 including:

* The operation of a telephone system
* Greeting and assisting all clients
* General administration duties

3. Proficient in the use of email, internet and the Microsoft Office suite.

**Qualifications**

**Desirable:**

1. Level 2 qualification in a relevant discipline such as administration, typing, computer skills or word processing

**Skills**

**Essential:**

1. Excellent communication skills and telephone manner
2. Effective organisational skills and ability to prioritise workload
3. Proven ability to work with minimum supervision and use own initiative to complete duties and tasks
4. Proven ability to build effective working relationships

**Disposition**

**Essential:**

1. An interest in and understanding of the role of independent Advice Provision in Derry and Strabane Council Area.
2. Ability to work within the mission, vision and values of Advice North West.

**Other Duties**

1. To contribute to the promotion of Advice North West services.
2. To undertake such reasonable duties that may be required.