

## Osmani Trust

### FT Receptionist and Admin Officer (37.5 hours)

#### Job Description

**Grade and Salary:** £14,000 - £15,500 Per Annum (inclusive of Inner London Weighting)

Location: London Borough of Tower Hamlets, London E1

Responsible To: Business Development Manager

Responsible For: none

Accountable to: Business Development Manager

Terms and conditions: Fixed Term to March 2013  
(subject to funding and achieving performance targets)

Job Purpose: To provide an efficient and professional reception service for Osmani Trust and to provide general administrative support.

To provide admin support to the Director and Senior Manager.

#### **Main duties and responsibilities:**

##### Receptionist:

1. To be the 1<sup>st</sup> point of contact; meet and greet visitors and guest to the organisation in a friendly and courteous manner.
2. To answer telephone calls courteously and transfer to relevant people.
3. Maintain and overlook guest signing in book to ensure that all guests and visitors are signing in and out of the building as directed.
4. To keep the reception area and surrounding area including the foyer clean and tidy at all times.
5. Record and distribute all incoming deliveries and posts to the relevant individuals of projects.
6. Compose, post notices and information documents in and around the building and provide access to these documents to individual staff
7. Attend to any duties that may be properly deemed by line manager to be part of the role of the receptionist

##### Administration:

1. To undertake the administrative duties of the organisation, including answering phone calls, drafting letters, maintaining filing and other day to day resources
2. To carry out administrative work allocated/ designated by the Director and Senior Manager within given deadlines
3. To track and maintain up to date records of all data submitted by Osmani Trust projects via the MIS systems

4. To ensure data is uploaded accurately and on time.
5. To ensure Osmani Trust email and contacts lists are up to date and to send out relevant communication as required.
6. Assist the Osmani Centre (OC) team in the completion of day to day tasks within the organisation.
7. To maintain inventory records of OT equipment, update stationary stock levels and process purchase requests for stationery / materials and equipment.
8. To ensure full participation in one-to-one and supervision meetings and any other meeting that may be deemed to be necessary as required by the post.

#### **Other duties**

1. To take minutes of meetings including Staff and Trustee Meetings where required.
2. To provide support to Osmani Trust projects during holiday periods, especially during summer if required.
3. To adhere to all Osmani Trust policies and procedures, including Equal Opportunities, Health Safety and Child Protection.
4. To promote the work of Osmani Trust to relevant agencies.
5. To undertake and complete training and personal development programmes/courses that may be deemed necessary by the post.
6. Basic cleaning and maintenance of the reception area including front entrance, foyer and toilet area.
7. To control all publicity and notice material being posted in the reception area and to be responsible in putting up such documents in and around the reception area.
8. Any other duties or tasks as deemed appropriate by the line manager.

**PERSON SPECIFICATION**

**Job Title:** Receptionist and Admin Officer

<b>Qualifications</b>	
At least 2 years experience in working in a clerical and reception role	Essential
Educated to A' Level or higher	Desirable
Experience of working within a youth or voluntary sector organisation	Desirable
<b>Knowledge</b>	
Good Clerical and Administrative skills.	Essential
Ability to use I. T. word processing and spreadsheet packages, email, Internet and other office equipment.	Essential
<b>Skills</b>	
Ability to Communicate at all levels.	Essential
A polite and friendly manner with good telephone ethics.	Essential
Strong efficiency and punctuality.	Essential
Good communication skill both written and verbal.	Essential
Ability to work as part of a team	Essential
Ability to be self-motivated and work on one's own initiative	Essential
Willing to work during evenings and weekends	Essential