

## Job Description

<b>Title:</b>	Receptionist and Admin Assistant
<b>Hours:</b>	15 hours per week (split across 2-3 days)
<b>Base:</b>	CPY Head Office, 96 High Street, Snainton
<b>Accountable to:</b>	Chief Officer
<b>Line Management:</b>	Office Manager
<b>Contract:</b>	Open

### Job Summary:

The Receptionist and Admin Assistant will provide first point of contact and reception duties for the office which includes primarily handling phone calls from clients, professional's and colleagues and dealing with these in a polite and friendly manner. You will work as a member of the admin team to help provide administrative support to Carers Plus Yorkshire and to ensure a professional and efficient service to both clients and professionals. Must be proficient IT user.

### Key Duties:

#### Reception

- Provide front desk reception duties for the office which includes handling of phone calls from clients, staff and professionals in a timely, friendly and professional manner.
- Receive and greet visitors in a professional and warm manner
- To process incoming and outgoing mail, including e-mail in accordance with agreed procedures.
- Help with the general upkeep of the whole Office to ensure it is tidy, clean and well stocked (between weekly cleaner's session)

#### Client Work

- To take client referrals in accordance with agreed procedures.
- To make client appointments
- To maintain accurate client records in computerised database (Charitylog), from initial referral to closure and evaluation.
- Scanning and uploading client documents to their records.

- Sending appropriate letters/forms/emails at the various stages of the clients journey

### **Administration**

- To take and process enquires from the general public, professionals, statutory and voluntary agencies ensuring an efficient, courteous and friendly service at all times.
- General documentation, printing, scanning and filing duties
- Procurement of stationery.
- To provide administrative support to the CPY staff.
- To provide administrative support at external events eg: AGM
- Assist in any ad-hoc duties, projects and activities as and when required.
- To be part of the main buddy group for CPY staff when they are out on client visits, (in-line with Personal Safety and Lone Working Policy procedures)

### **General**

- To maintain strict confidentiality over personal data.
- To act in accordance with all CPY Policies and Procedures
- To attend and contribute to regular supervision sessions and team meetings.
- To identify and agree with the Office Manager your own training and development
- To share responsibility with colleagues for achieving the objectives of the Strategic/Business Plan
- To undertake any other duties as shall be prescribed from time to time in conjunction with the postholder

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**This job description may be reviewed in consultation with the postholder from time to time.**

May 2024