

1. JOB DESCRIPTION

1.1	TITLE	Receptionist
1.2	EMPLOYED BY	Crossroads
1.3	RESPONSIBLE TO	Finance Officer
1.4	STAFF MANAGED	None

2. OVERALL PURPOSE OF POST

- 2.1 To provide an excellent customer service to staff, visitors and callers by telephone at all times, dealing with enquiries and resolving queries. To ensure that good relations are maintained with our contacts, both short-term and long-term.

3. PRINCIPAL DUTIES AND RESPONSIBILITIES

- 3.1 To provide a friendly welcome to all visitors and users of the building ensuring they sign in and out of the building.
- 3.2 To answer the telephone in a friendly and efficient manner and transfer calls to colleagues when applicable.
- 3.3 To use the internal email system to ensure messages are passed to the appropriate recipient.
- 3.4 To deal with any general enquiries and correspondence and to distribute information as required.
- 3.5 To keep accurate records of any incoming donations and send official receipts to the donors.
- 3.6 To produce any necessary reports within specified deadlines.
- 3.7 To photocopy when required, issue mail shots, record all outgoing mail and distribute incoming mail.
- 3.8 To take bookings of meeting rooms and vehicles.
- 3.9 To assist all colleagues with administration as required.
- 3.10 To maintain the stock levels of stationery and other consumables.
- 3.11 To work in a confidential manner concerning families and organisation matters.
- 3.12 To respect the personal choice of lifestyle of colleagues, people with care needs and their carers, ensuring that the Equal Opportunities principles are applied at all times.
- 3.13 To comply with Crossroads policies and procedures and IOM Safeguarding Board procedures.
- 3.14 To undertake the responsibility of First Aider.
- 3.15 To work as part of a committed, enthusiastic and dedicated team.
- 3.16 Attend training courses to develop relevant knowledge and skills.
- 3.17 Attend meetings with colleagues and outside agencies necessary to perform duties and aid business and organisational development.
- 3.18 To participate in supervision, appraisal and training sessions to ensure that standards are constantly maintained.
- 3.19 To positively promote the organisation at all times.
- 3.20 To be a keyholder of the organisation.
- 3.21 To participate in some fundraising events throughout the year.

- 3.22 To undertake any other duties commensurate with the grade and level of responsibility of the post, for which the post holder has the necessary experience and/or training.

4. OTHER INFORMATION

- 4.1 Contact with vulnerable children and adults is to be expected.

PERSON SPECIFICATION

Skills and Experience	D = Desirable E = Essential
Excellent communication skills	E
High level of literacy and numeracy skills	E
Working knowledge of multi line telephone system	E
Excellent IT skills	E
Ability to follow guidelines and procedures laid down by the organisation and current legislation	E
Excellent organisational skills	E
Excellent interpersonal skills with a friendly and welcoming disposition	E
Commitment to undertake necessary training	E
At least two years experience of working in an environment that involves interfacing with and dealing with enquiries from clients, other organisations and members of the public	E
First Aid Qualification	D
An understanding of carers needs and the issues affecting them	D
Willingness be involved with fundraising projects that may involve weekend or evening commitment	E