



JOB DESCRIPTION

Section: Child Dynamix Core Services
Post: Reception and Administration Assistant
Reporting to: Senior Administrator
Salary: SCP 13

Purpose: Working as part of the core team of the Charity, the post holder will provide an efficient and effective reception and administration service to the wider charity.

Principal Accountabilities:

- To provide an efficient and effective reception and administration service to the charity
- Answering telephone calls, taking messages and passing these on in an efficient manner
- Greeting all visitors and service users upon entry to the premises
- Produce general correspondence using Microsoft Office packages
- Maintaining safeguarding policy and processes are followed at all times
- To undertake any training and development required
- To undertake such other duties and responsibilities of a comparable nature that may be directed from time to time by the Co-Leader/Core Services which will contribute to the effectiveness of Child Dynamix.

GENERAL:

- The above principal accountabilities are not exhaustive and may vary without changing the character of the job or level of responsibility
- The above duties may involve having access to information of a confidential nature, which may be covered by the Data Protection Act. Confidentiality must be maintained at all times
- The post holder must be flexible to ensure the operational needs of Child Dynamix are met. This includes the undertaking of duties of a similar nature and responsibility as and when required, including evenings, weekends and holiday periods, throughout the various work places around the city
- To promote Child Dynamix Equal Opportunity Employment Policy

- The Health and Safety at Work etc. Act (1974) and other associated legislation places responsibilities for Health and Safety on all employees. Therefore, it is the post holder's responsibility to take reasonable care for the Health, Safety and Welfare of him/herself and other employees in accordance with legislation and Child Dynamix Safety Policy and Programme.
- Where the post holder is disabled, every effort will be made to supply all the necessary employment aids, equipment or adaptations to enable him/her to perform the full duties of the job. If, however, a certain task proves to be unachievable then job redesign will be given full consideration

Environmental commitment – Child Dynamix is committed to establishing and maintaining high standards of environmental protection and undertakes to be a responsible steward/guardian/protector of the environment. All team members are jointly responsible for minimising any adverse impacts on the Child Dynamix operations on the environment and wherever feasible, must use resources to meet today's need in a manner which does not adversely affect the environment or compromise the ability to meet the needs of future generations.

Health & Safety - responsible for ensuring the safety of clients, staff and self in accordance with the Health & Safety Policy and Procedures of the charity and current legislation

Customer Care - responsible for fielding customer issues and ensuring that they are dealt with in accordance with the customer care systems and policies

Equal Opportunities - responsible for ensuring that all customers, clients and staff are treated in accordance with the policies and procedures of the charity.

