

GREENHILL YMCA

Job Title: Administrative Assistant/Receptionist (Full-Time)

Salary: YMCA C4 £14,688 per annum

Responsible for: Administrative support Main Office
and Reception

Job Purpose:

To be responsible for providing an efficient receptionist and front-of-house service, welcoming all members and visitors.

Dealing with all daily and residential bookings and also all admin /clerical support to Greenhill and National Council Staff.

Duties and Responsibilities:

- To welcome and provide information to visitors and staff, dealing with queries and complaints in a helpful and problem-solving way.
- Process Residential and Day Activity Bookings
- Answer all telephone and email queries promptly and professionally, responding to complaints and special requests as required.
- To ensure that all booking, reception and administration procedures are adhered to.
- Ensure the Bookings and other databases are maintained effectively.
- Be responsible for incoming and outgoing mail.
- Maintaining an effective filing system.
- To undertake word processing of correspondence, reports, and other Admin duties.

Scope and Limits of Authority

The post holder will be a first point of contact for telephone and in-person visitors and will be responsible for creating a welcoming, helpful and caring environment.

The post holder will be responsible to the Office Manager.

The Postholder will be expected to plan and prioritise their own workload. The

postholder is expected to ensure compliance with procedures in the reception area.

Essential Criteria

At least one year's experience in a similar role; Excellent administration and organisation skills; Strong IT skills including proficiency in the use of word processing and spreadsheets. Capability of maintaining a high level of confidentiality and discretion;

Essential qualifications:

GCSEs (grades A-C) Mathematics and English.

Desirable Criteria

Experience of Customer Care/Receptionist duties
A working Knowledge of Google - Docs, Spreadsheets, Drive etc
Knowledge of GDPR

Skills/Abilities

Good interpersonal skills, including the ability to make people feel welcome and supported and to deal with a wide range of customers.

The ability to liaise effectively with clients and the various Centre departments.

High level of accuracy and attention to detail.

Administration skills, including computer literacy and ability to use database and word processing.

Ability to communicate effectively in written and oral form.

Ability to work without close supervision.

Supportive of the Christian Aims and Purposes of the YMCA

Greenhill YMCA is an equal opportunities employer.