

## Administrative Assistant

### Role Description and Person Specification

**Salary** – B3 - £18,887 - £10.06 per Hour

**Hours** – 20 Hours (Part time)

**Contract** – 12 Months – funding dependent

**Reporting to** – General Manager

#### Role Description

##### Summary of Main Duties and Responsibilities

The Administrative Assistant will provide excellent customer service to The Anthony Seddon Centre's visitors and employees, serving as the first point of contact for customer inquiries in person, via email, and by phone. They will assist with The Anthony Seddon Fund's day-to-day operations, such as filing paperwork, managing calendars, assisting with data capture and entry, and other supporting tasks. This role will include working with people who are distressed or in a mental health crisis.

This role **will** include evening work, and will require availability for two evening shifts:

- Thursday – 4pm-8:30pm (4.5 hours)
- Friday – 4pm-8:30pm (4.5 hours)

Remaining working hours (11 hours) will be discussed with the successful candidate.

##### Main Duties and Responsibilities

- Manage the reception area, greeting all visitors with a warm, courteous, and prompt welcome; ensuring all visitors are signed in; briefing them on the building's health and safety; and directing them to the appropriate location within the building.
- Answering phone calls promptly and politely, connecting the caller(s) to the appropriate person, and taking messages where necessary.
- Responding to email inquiries quickly and politely, and forwarding them to the appropriate person as needed.
- Managing deliveries and handling incoming and outgoing mail.
- Assisting with various day-to-day administrative tasks, including filing, photocopying, and general administration tasks.
- Assisting with data monitoring, capture, and reporting on attendance figures at The Anthony Seddon Centre.

- Managing charity calendars, including the management of rooms and resources for internal activities and external room hire at The Anthony Seddon Centre.
- Assisting with any other supporting tasks as part of the charity's day-to-day operations.

### **General Responsibilities**

- Acting as a First Aider and Fire Marshall for the Centre (training provided)
- To cooperate with your line manager, to work safely, and to comply with health and safety instructions and information.
- Respecting people's differences and actively promoting equal opportunity in all areas of work.
- To adhere to the charity's policies, procedures, protocols, and guidelines at all times.
- To attend appropriate training courses as agreed with the line manager.
- Any other tasks related to the role as requested by the line manager.

### **Person Specification**

#### **Knowledge and Experience**

- Experience in a reception, business support, or other administrative role.
- Experience working with people with mental health issues, either personally, professionally, or as a carer.
- Working knowledge of Microsoft Office tools, particularly Outlook, and any other Client Management Software.
- Work with a strong customer focus.
- Experience being adaptable and flexible to work needs and requirements in a fast-paced environment.

#### **Skills and Personal Qualities**

- Ability to build positive relationships.
- Ability to demonstrate a professional and organised approach to the role.
- Ability to demonstrate skills in IT.
- Capability to communicate clearly and meaningfully.
- Ability to deal with interruptions, work to deadlines, and prioritise.
- Ability to work on their own initiative and demonstrate good problem-solving capabilities.
- Ability to maintain personal and professional boundaries.
- Ability to maintain confidentiality and to challenge any breaches of confidentiality by others.
- Ability to handle small sums of money.
- Applications by people with lived experience or caring experience of mental health issues will be looked on favourably.

#### **Physical, Mental and Emotional Effort**

This post may involve the management of verbal aggression and psychological distress and requires the post holder to respond appropriately and sensitively to customers and their families.