

<b>Job Title:</b>	<b>Reception Administrator</b>
<b>Location:</b>	Edgehill House, 9 Lennoxvale, Belfast.
<b>Hours:</b>	Based on full time role of 37.5 hours per week (Monday to Friday 9.00 am to 5.00 pm)
<b>Salary:</b>	£17, 258 (permanent, 6 month probationary period)
<b>Main Purpose of Job:</b>	To ensure the smooth day-to-day running of the reception desk and provide an administrative function
<b>Holidays/Annual Leave</b>	32 days including Statutory holidays plus an extra 3 days between Christmas and New Year.
<b>Reports to:</b>	Facilities Manager

## **MAIN TASKS**

### **Reception**

- To manage the switchboard, to answer and direct all telephone calls and relay messages accurately and in a friendly, courteous, timely manner.
- To meet and greet visitors in a courteous and professional manner.
- To promote, develop and maintain good public relations as a first point of contact.
- To at all times remain conscious of the need to work with respect to the Christian ethos of the Methodist Church in Ireland in dealings with colleagues and visitors/callers.
- To effectively deal with all enquiries.
- To frank and accurately record all outgoing mail on a daily basis.
- To receive deliveries from couriers and inform colleagues of deliveries received.
- Maintain stationery stock and re-order when required
- To manage the Reception email account.
- Ensuring the health and safety staff and visitor signing 'in/out' book is kept up to date.
- To assist the Facilities Manager in ensuring that the building is checked and secured at the end of the working day.

- To manage room reservations ensuring that the bookings are processed accurately.
- To prepare coffee/tea/water and facilitate food orders for meetings as booked or as required by the Management Team or other members of staff.
- To attend staff meetings.
- To maintain the reception area and reception desk in an organised manner ensuring it is consistently clean, tidy and secure.

### **Administration**

- Perform Data Entry as required in packages such as word and excel
- Check information against source data
- To work as a member of the Administration Team and contribute to its overall effectiveness.
- To carry out various word processing duties as delegated by the Facilities Manager.
- To assist with the organisation of meetings, events or Conference as required.
- To assist with maintaining the CRM database and producing reports as required
- In the absence of the Admin/IT Co-Ordinator to handle IT related calls from staff and escalate as appropriate to the IT support company.
- To prioritise own workload and manage time to ensure tasks are completed in a timely manner.
- To assist departments as necessary with special events
- To go to the bank, post office and other establishments, if and when required.

### **Health & Safety**

- Ensure that you adhere to the Methodist Church in Ireland's policy on Health and Safety and be aware of Health and Safety within your area of work.

### **Policy & Procedure**

- Ensure that you adhere to all Methodist Church in Ireland Policies and Procedures as set out in the Staff Handbook.
- To be fully conversant with the Health and Safety obligations of the post, eg to utilise the system to evacuate the building and contact the emergency services in the event of a fire



The above list is not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by your changing role within the organisation and the overall business objectives of the organisation.