**Job Description and Person Specification**

**Job title: Administrative Assistant**

**Responsible to: Finance/Office Manager**

**Purpose:**

To providean effective and efficient Reception and clerical support through the provision of administrative procedures as required by staff of the Good Shepherd Centre.

**Main Duties:**

1. Greeting visitors and stakeholders to the Good Shepherd Centre in a confident and professional manner.
2. Based within the busy Control Room or Administrative Office of the Good Shepherd Centre, operating the main switchboard ensuring the logging of all calls received as well as effectively communicating any messages in a timely and accurate manner.
3. Receiving internal and processing external calls as required and maintaining an accurate record on digital systems.
4. Monitor and maintain daily occupancy records via appropriate digital systems. Report occupancy activity on a weekly basis.
5. Monitor, process and record arrival and leavers data.
6. Binding documents for internal use as required.
7. Accept and record delivery of all goods to Good Shepherd Centre.
8. Adhere to the Good Shepherd Centre’s code of strict confidentiality.
9. Any other ad hoc duties outlined by the Finance/Office Manager.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | * A relevant qualification in Business Administration
 | * Additional customer service qualification (NVQ/SVQ)
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| **Experience** | * Previous reception experience in a similar public/third sector role
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| **Professional Qualities**  | * Highly IT literate including Microsoft Office Packages especially Excel
* Excellent verbal and communication skills
* Able to demonstrate sensitivity and discretion
* Confident communicator whether by phone or face to face
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| **Personal Qualities** | * The ability to work well as part of a team
* The ability to use one’s own initiative
* The ability to remain calm and patient under pressure
* A caring and approachable person
* A organised person with the ability to multi task
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