
Job description – Part-Time Administration & Reception Officer
Working Monday, Thursday, Friday 9am – 5pm

Post to be based at:

YMCA East Surrey
Hillbrook House
68 Brighton Road
Redhill
Surrey
RH1 6QT

Directorate: Housing Support

Responsible to: Head of Housing

Responsible for: N/A

Job purpose: To provide administrative support for the Housing Team and to carry out general administrative tasks. To also be responsible for providing a professional and friendly welcome to all visitors and residents, providing information on services available.

Main responsibilities

- Provide a professional friendly welcome to all visitors and residents arriving at Hillbrook House and providing information on services and facilities available
- To deal with telephone enquiries and to put calls through to other staff, to take messages and to retrieve voicemail messages
- Ensure the visitor policy is complied with and the seen sheet is completed and kept up to date
- Collate, input and monitor data via various IT platforms
- Manage incoming client applications via guidance support and various IT platforms
- Complete and the keep the staff rota up-to-date and distribute to staff
- Filing and other administrative work as required
- Updating reception documents and maintaining contact folders
- To offer a helpful and supportive presence to residents and reporting of incidents
- Keeping tally on stock available and first aid items
- Cash transactions over the reception for resident rent and maintain accurate receipting and accounting of all monies and credit transactions taken whilst on duty, checking floats and reconciling the till at the end of the shift
- Ensure that all keys and equipment issued are signed for and are returned and stored as appropriate
- To provide administrative support for the housing team and to carry out general administrative tasks (using Microsoft Office and other platforms)
- To be responsible for the post at the weekend, ensuring incoming post is dated, and is distributed to appropriate staff and residents and that outgoing post is processed correctly
- Any other duty requested by Housing Management

Terms and conditions

Hours of work – Monday, Thursday, Friday 9am – 5pm. 7 hours a day with a 1 hour lunch break.

Salary – £15,847.52

Annual Leave – Four weeks (pro-rata) plus bank holidays. Holidays increase after two years' service to a maximum of five weeks' pro-rata after six years' service. The holiday year runs from 1 April to 31 March each year.

Benefits - The post holder will be entitled to free use of the YMCA East Surrey fitness centre in Redhill and half price YMCA childcare for dependents. There is free parking available at YMCA East Surrey also operates a Bike to Work Scheme.

Pension - There is a YMCA East Surrey pension scheme - details available on request.

KNOWLEDGE	
Essential	Desirable
Knowledge and understanding of administration work plus reception duties	Working or understanding of supporting young people accommodation
Knowledge of IT systems, including word, excel and outlook workings	Knowledge of basic administrative tasks including filing and delivering and accepting mail duties
Knowledge and understanding of the needs of young disadvantaged people	Knowledge and understanding for reasons for having a welcoming manner to greet visitors in person or on the telephone
EXPERIENCE	
Essential	Desirable
Experience of working on fast pace administration tasks	Interacting with other staff and customers and other departments
APTITUDES AND SKILLS	
Essential	Desirable
To have excellent communication skills and be a team player to contribute to team practice	Good communication skills, (written and verbal)
Greeting visitors to the facility warmly and offering them help immediately	Able to respect the Ethos of the YMCA and uphold its values
Able to manage time effectively and prioritise conflicting demands for self and others	Scheduling appointments and meeting times
Able to liaise effectively with external organisations and staff	Cleaning, organising, and maintaining the reception area
Competent computer skills –e.g. Word, Excel, Access	Keeping basic office supplies like pens stocked and accessible to visitors
Having a good manner with colleagues and customers	Representing the Y with a positive attitude and professional appearance