

## Job Description

- Date:** November 2022
- Job title:** **Temporary Receptionist (part time)**
- Responsible to:** PA to Chief Executive
- Status of Post:** Temporary, part time (3 days per week Wednesday, Thursday & Friday).
- Rate of Pay:** £10.90 per hour (based on real living wage rate)

**Key working relationships:** Part time receptionist, PA to Chief Executive, administration staff, caretakers and other NICVA staff.

### **Summary of main responsibilities:**

To provide NICVA's receptionist services operating a central telephone switchboard, greeting and directing all visitors and assisting with administration.

## Specific Duties

### Reception

1. Responsible for all telephone switchboard duties, including the taking and transferring of calls to appropriate staff members.
2. Maintaining a daily record of staff, tenants and visitors present in the building in order to comply and assist with emergency evacuation procedures in event of emergency or drill.
3. Receiving all visitors to the central reception area, informing staff of their arrival and logging car registration details as appropriate.
4. Advising conference facilities users of designated rooms.
5. To frank and sort all outgoing mail daily and to sort incoming mail daily into pigeon holes for collection by staff.
6. To maintain a list of all NICVA security passes and ensure all visitor passes are accounted for.
7. Undertake data inputting, word processing and general IT and administration duties as may be required from time to time.

8. Signing for receipt of all incoming supplies and advising appropriate member of staff of delivery.
9. Update on an ongoing basis the staff In/Out board.
10. To assist with mailouts as appropriate.
11. To provide a photocopying service for the conference facilities service.

**Other Duties**

1. To contribute to the promotion of NICVA.
2. To undertake such reasonable duties as NICVA may from time to time require.

# Personnel Specification

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## Experience

### **Essential:**

1. Experience in a Receptionist role to include:
  - the operation of a central switchboard
  - greeting and assisting all visitors
  - general administration duties
2. Proficient in the use of email, internet and the Microsoft Office suite

### **Desirable:**

3. Minimum of one year's experience in a Receptionist role to include:
  - the operation of a central switchboard
  - greeting and assisting all visitors
  - general administration duties

## Skills

### **Essential:**

1. Excellent communication and customer service skills
2. Effective organisational skills and ability to prioritise workload
3. Proven ability to work with minimum supervision and use own initiative to complete duties and tasks
4. Proven ability to build effective working relationships

## Other

### **Essential:**

1. An interest in and understanding of the voluntary and community sector in Northern Ireland
2. Ability to work within the mission, vision and values of NICVA
3. Committed to NICVA's policy of equal opportunities