
Job Description

Receptionist and Administrative Assistant

The following information is designed to help Diverse Cymru staff and those people considering joining Diverse Cymru to understand and appreciate the work content of their post and the role they are to play in the organisation. However, the following points should be noted:

- 1 Whilst every endeavour has been made to outline all the duties and responsibilities of the post, a document such as this does not permit every item to be specified in detail. Broad headings, therefore, may have been used below, in which case all the usual associated routines are naturally included in the job description.
- 2 Diverse Cymru is an Equal Opportunities Employer and requires its employees to comply with all current equality policies both in terms of equal opportunity for employment and access to services.
- 3 Diverse Cymru is committed to making any necessary reasonable adjustments to the job role and the working environment that would enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

HOURS:

37 hours per week, flexitime policy operates.
28 days annual leave plus public holidays pro rata

REPORTING TO:

Diverse Cymru HR Manager

PRIME OBJECTIVES OF THE POST:

Attend to visitors and deal with inquiries on the phone and face to face. Supply information regarding the organisation to the general public, clients and customers and carry out mailroom duties.

SUPERVISION AND GUIDANCE:

Will work under the close supervision and guidance of the Receptionist.

Will report to the Diverse Cymru HR & Legal Manager but will be expected to work in collaboration with Receptionist and on their own initiative, giving attention to detail.

RESPONSIBILITY FOR ASSETS, MATERIALS ETC:

General responsibility for all equipment and furniture in the post-holder's area.

RANGE OF DUTIES:

- Provide cover for the Receptionist
- Sort all incoming post.
- Frank and record all outgoing post.
- Uploading post out calculations onto excel spreadsheet.
- Answer telephone calls.
- Relay messages to staff.
- Greeting visitors entering the organisation providing refreshments if necessary.
- Maintain a record and knowledge of staff movements in and out of the organisation.
- Provide administrative support to individual Teams within the organisation.
- General administrative support.
- Ordering and maintaining office equipment and supplies.
- Prepare documents for meetings.
- Maintain appointment diary electronically.
- Tidy and maintain reception area and meeting rooms.
- Ensure all information in reception area is up to date.
- Maintaining a petty cash system.
- Order staff refreshments.
- Organise meetings
- Arrange accommodation for meetings (including set up and clearing).
- Organising refreshments for management, sub groups and Trustees meetings.
- Assist with DBS Checks and Applications
- To undertake any other duties as required which are appropriate to the work of Diverse Cymru which are commensurate with the responsibility levels of the post and bearing in mind the developing nature of the service.