



## **Office Administrator and Receptionist**

**Reporting To:** Business Support Team Manager

**Main Purposes of the Contract:** To **oversee smooth running of the office and training venue**

**Contract Terms:** 37.5 hrs per week (5 days 8.30am-4.30pm/ 9am-5pm, depending on business needs, with unpaid lunch break of 30 minutes)  
£19,000 pa  
Fixed term until 31st March 2022

This is an exciting position for someone to extend their **administrative** and **customer service** skills

It is essential that this candidate:

Has **passion** and **enthusiasm** to raise the standard of quality of care  
Has great **attention to detail**  
Is **customer service** orientated  
Has administrative experience

### **What does this job involve?**

This is a busy training and education centre with customer care at its focus.

#### **Specific Responsibilities:**

1. To ensure that the HCPA training rooms are set up and the centre is kept clean and presentable at all times
2. To provide excellent customer care to all visitors to HCPA as the front of house representative
3. To act as point of contact to internal and external customers, answering emails, phone calls and face to face queries
4. To ensure booking meetings by respecting the "first come, first served" rule, or find solutions by importance
5. To monitor and the venue and space booking system and ensure there are no clashes
6. To monitor and ensure full functionality of the visitor sign in system

7. To input survey data and create reports
8. To update the CRM with all customer information
9. To monitor incoming and outgoing post
10. To act as budget monitor
11. To provide KPI reports to the Office Manager
12. To ensure smooth running of the training centre including keeping it tidy
13. To clean and maintain the coffee machines
14. To set up and clear training rooms
15. To line ensure ordering and replenishing items and refreshments
16. To liaise with IT and Operations on technical office support
17. Liaise with stakeholders including facilities management for post, canteen and parking
18. To maintain a good working relationship with partners
19. To undertake general office administration duties for the HCPA team
20. To support with course and event bookings, and deal with membership queries in the absence of relevant team members
21. To support with all necessary administration tasks required under the HCPA Education
22. To track cleaning schedules and ensure that all areas of the building are always tidy and clean
23. Any general tasks as requested which contribute to the smooth running of HCPA

**Person Specification:**

- Previous office experience is essential
- Excellent IT skills are essential
- Excellent communication skills both written and verbal
- Excellent customer care skills
- Willing to learn new skills and to develop current knowledge
- Excellent time keeping
- Must have driving licence and own transport

**Hours of Work:**

Usually Monday to Friday 8:30am until 4:30pm, however the post holder must be flexible to meet business needs – 37.5 hours per week. Office based in Welwyn Garden City

\*Please note that this role is associated with delivering of training projects directly to care staff, and therefore we may be required to ensure that the individuals recruited for these roles have completed the two vaccines against COVID-19 if successful, unless legally exempt. Please note that we may ask of evidence for this at the interview or when employment commences.