

JOB DESCRIPTION

Post:	Front of House Administrator
Division:	Finance and Corporate Services
Responsible To:	Corporate Administration Coordinator
Hours:	35 hours, P/T would be considered
Salary:	£22,932 - £24,100

Children First - Vision and Values

Children First is Scotland's national children's charity. We stand up for every child because all children should have a safe childhood. We protect children from harm and support them to recover from trauma and abuse through our national and local services. We help children, their families and the people that care for them by offering emotional, practical, and financial support. We give children hope and a safer, brighter future.

Our core values guide how each one of us works in our individual day to day job:

- With love, we put children first.
- With purpose, we transform children's lives together.
- With strength, we do whatever it takes to protect Scotland's children.

Equity, Diversity and Inclusion

At Children First, we are committed to building a representative, inclusive and authentic workplace open to applications from all sections of society. We believe in the potential of everyone regardless of; sex, race, religion or belief, ethnic origin, ability, family structure, socio-economic background, age, nationality, marital status or civil partnership, sexual orientation, gender identity, or any other aspect that makes you who you are.

We envision a diverse and inclusive Children First where we cultivate a true sense of belonging and connection for and between our teams, children, young people, families, and communities we work with.

Further to that, as part of our vision to be an Anti-Racist organisation, we are committed to conscious inclusion to build increasingly diverse teams and emotionally safe work environments.

General Purpose

Working with the Property team, you will be the friendly face and efficient organiser that helps to keep the building running smoothly. This permanent role offers the chance to be the first point of contact for visitors and staff and play a significant role in how Children First is perceived.

Key Results Areas

Undertake reception and office support tasks and activities to ensure the smooth and efficient running of the reception function, including but not restricted to:

- Provide front line reception service and first point of contact to external visitors and telephone callers, answering questions and responding to queries using own initiative as appropriate, to ensure a courteous and responsive service
- Responsible for the handling of incoming and outgoing mail, courier services, orders and deliveries
- Manage the internal room booking system including scheduling and booking of events and meetings
- Assist in the facilitation of meetings, including maintaining meeting rooms and organising refreshments for visitors/meetings as required
- Tasks related to reception; weekly / monthly health and safety checks, ordering office supplies and equipment, and booking car parking for staff and visitors

Provide quality support tasks and activities including but not restricted to:

- General admin duties, monitoring of two group email boxes and responding where practicable
- Processing of relevant invoices
- Attend and contribute to monthly administration meetings and monthly team meetings
- Undertaking other duties commensurate with the grade, when required

Contributes to the review and development of administrative and reception procedures and systems:

- Participate and contribute to the organisational administrative function development
- Commit to self-development and participates in related learning activities

Additional Responsibilities

- To be committed and adhere to Children First's mission and values
- To comply with Children First's code of conduct

- To actively consider the involvement of children, young people and families with who we work, in all areas of practice
- To actively consider the involvement of volunteers in all areas of our work.
- To observe all health and safety requirements
- To work and promote policies in relation to equal opportunities and anti-discriminatory practices

Person Specification

POST: Front of House Administrator

Area	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> No requirement for formal qualifications but experienced in a busy office reception role 	<ul style="list-style-type: none"> Standard / Higher grade passes in English and Maths Further qualification: IOSH SVQ 3 in Business Administration
Experience	<ul style="list-style-type: none"> Solid experience of office reception/front of house-meeting and greeting a variety of staff and within a variety of functions Event facilitation Team working in a corporate environment 	<ul style="list-style-type: none"> Voluntary sector work experience Some facilities experience
Knowledge	<ul style="list-style-type: none"> Knowledge of general office systems and procedures Wide knowledge of office reception and event duties 	
Skills	<ul style="list-style-type: none"> Ability to plan and prioritise tasks and work to deadlines Ability to use own initiative and work with minimum supervision Excellent administrative, numeracy and proficient in Microsoft teams, Word, Excel Diligence and accuracy Effective team working Have a flexible approach in response to new challenges understands confidentiality and discretion 	<ul style="list-style-type: none"> Development and maintenance of office and administration systems and procedures
Other	<ul style="list-style-type: none"> Commitment to Children First mission and values Understanding of and commitment to the principles of involving volunteers Commitment and promotion of equal opportunities and anti-discriminatory practices at work Awareness of personal responsibility in relation to health and safety Understanding of the confidential nature of the job 	

