**Job Description**

**Front Desk Administrator**

**Role:**

The role of the Front Desk Administrator is to co-ordinate office functions and provide administrative support to colleagues and management within TFC.

**Experience:**

Proven work experience as a secretary or administrative assistant. Excellent written and verbal communication skills. Excellent time management and organisational skills. Excellent interpersonal skills. Proficiency with Microsoft Office, specifically in SharePoint, Excel, and Microsoft Forms. Togher Family Centre is a caring and person-centred organisation and an ability to display patience and kindness to persons in distress is a distinct advantage.

**Main Responsibilities**

**Administration**

* To ensure the smooth running of the Togher Family Centre Administration Department
* To display excellent knowledge of the services available at Togher Family Centre when dealing with customer queries
* To ensure that e-mails are read and disseminated to the appropriate section of the organisation
* To ensure post is dealt with appropriately and outgoing post is sent in a timely manner
* To ensure that the agenda and previous minutes are sent to the Trustees in advance of a Board meeting
* To ensure all services incident and accident reports and monthly checklists are compiled in advance of BOT meetings
* To ensure adequate preparation for the AGM, invite proposal forms to be sent 21 days ahead of the event
* To ensure the minutes from the AGM are completed
* To ensure new Early Years sign in and out sheets are replenished at the beginning of each week and updated once the children leave daily
* To support with the Lunch Menu for Early Years and Youth Services
* To support the Events Committee to ensure that all necessary items needed for events are ordered during the year
* Ensuring sign in sheet for TFC is completed each week and any changes made
* Scanning of documentation to SharePoint and shredding these documents once all scanned correctly
* To ensure the office area is maintained
* To ensure that the appropriate preparation is completed for the school meals grant

**Visitor Management**

* The ensure the buzzer and door are answered in a timely manner and that only authorised persons are admitted to the building
* To answer the telephone and ensure that correct messages are taken and relayed to the relevant department via email

**Fees**

* To ensure that parents fees are collected correctly, and matching receipts are given
* To ensure that money is banked when requested by management or the accounts department
* To ensure that any anomalies are reported to the appropriate supervisor or the centre manager

**Ordering**

* To ensure that the ordering of materials and equipment for Togher Family Centre is undertaken accurately and to agreed deadlines
* To ensure that the ordering of food items for Early Years and Youth Services is completed accurately and on time
* To ensure cleaning orders are completed accurately, on time and distributed to all services once received
* To ensure that all materials are checked and accounted for, and any returns are made promptly
* To ensure that all orders are received by appropriate sections of Togher Family Centre organisation
* To ensure refreshments are purchased ahead of BOT meetings
* To ensure excellent communication between Office, all services and departments across TFC regarding ordering

**Room Booking and Room for Hire Booking System**

* Managing an online booking system
* Communicating with organisations who wish to hire a room in TFC
* Taking details of room booking, people attending, facilities required in the room
* Sending out parking policy to visitors and ensuring it is followed correctly when they attend for a meeting
* Meeting and greeting visitors
* Preparing the hired rooms for meetings
* Providing room booking information to Facilities Manager and inputting details into calendar
* Preparing document for Caretaker with information on all room bookings and what is required for each booking
* Completing booking system document for all areas in TFC and keeping this document up to date

**Togher Counselling Service**

* Support with the waitlist management and completion of intake calls
* Support with booking the weekly appointments for all therapist
* Managing queries regarding the counselling service
* Ensure fees are paid in a timely manner by service users
* Tracking payments, cancellations and late cancellations
* Ensuring the booking system is updated with all cancellations

**Support for Management**

* Ensure shredding is maintained
* Ensure documents are accurately scanned and confidentiality is maintained
* Ensure hardcopy staff personnel files match online copies
* Support with organisation of management calendars if requested (in-putting meetings, sending teams invites etc)
* Support with registration for “The Pod”
* Support with Health and Safety and Fire checks if requested
* Support the Accounts Department with administrative tasks if requested
* To accurately transcribe audio files received from the management team

**ETB Hours Responsibilities**

* To ensure that ETB hours are administered correctly
* To source tutors for ETB classes
* To ensure all ETB paperwork is completed and returned as per ETB requirements
* To ensure that Togher Family Centre remains within the allocated hours
* To liaise with centre manager around any changes in ETB requirements

**Training and Development**

* To attend regular supervisory sessions
* To participate in ongoing training workshops seminars
* Continue with professional development
* To complete HACCP training and ensure this is up to date

**Physical Requirements:**

* Must be able to sit for extended periods of time
* Complete repetitive movements
* Lift weights of up to 15kg
* Must not have sensitivity to loud noises or busy environments

**Working in a High Traffic Area**

The reception area is in a high traffic area accessible to clients, parents staff and visitors.as such it required the:

* Ability to maintain focus in a high traffic area
* Ability to manage multiple tasks at one time

**Confidentiality**

* Ensure client information is keep confidential
* Ensure confidential material is locked when not present at the desk area

**Other duties:**

* Any other duties that may be assigned by the Management Team or the Director