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| Job title: | Receptionist (CE Scheme) |
| Reports to: | Office & Administration Manager |
| Purpose | The post holder will be responsible for providing a comprehensive reception service in support of a range of activities provided by FAST |

**Overview of role:**

The Post holder will provide front of house reception duties including meet and greet whilst managing a busy reception area. They will also provide some administrative support to the organisation. Due to on-going developments within FAST, the range of duties and responsibilities of the post holder may be subject to change from time to time.

**KEY DUTIES & RESPONSIBILITIES:**

**Reception**

* Represent FAST in a professional, polite and positive manner; providing a warm, friendly and attentive welcome to all visitors
* Manage a busy reception area and handle or re-direct queries as appropriate
* Act as the first point of contact for participants, referring participants to relevant staff
* Ensuring that all telephone, email and personal enquiries are attended to in a timely, sensitive and accurate manner and appropriate follow on communication or action taken
* Responsibility for all incoming and outgoing post
* To monitor, track, evaluate and document all work
* To attend supervision on a regular basis with line manager
* To work as a team member in order to develop and fulfill the policies, aims and objectives of FAST
* To comply with all FAST policies and procedures
* To perform any other duties assigned or delegated by his/her line manager

**Administration**

* Providing administrative services including typing, database entry, report & presentation development using bespoke and Microsoft packages (including word, excel & powerpoint)
* Promoting an integrated effort in the administration of the organisation by cooperating with other staff and coordinating your activities with theirs when such action is indicated
* Organising and checking maintenance work and contracts
* Maintaining and updating electronic and manual files and maintain an appropriate filing and tracking system in adherence with data protection policies
* Day to day operation of the client management database and booking system; including booking initial assessments, update daily appointments and ensure text alerts to participants
* Arranging meetings & support for events and room bookings
* Attending and recording minutes of meetings when necessary
* Responsible for project adherence to quality health and safety standards
* Managing office supplies, inventory and purchasing of same – stationary, tea, coffee etc.
* Ensuring high standard of cleanliness maintained at all times and liaising with cleaner

**PERSON SPECIFICATION**

**Desirable Experience**

* 2+ years’ experience in a similar role
* CRM/Database experience including generating reports (Salesforce or equivalent)

**Desirable Knowledge**

* Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology
* Knowledge of eCass & HRB Link System
* Knowledge of addiction services

**Skills and Abilities**

* Ability to multi task
* Excellent communication and interpersonal skills
* High attention to detail with diligent approach to work
* Excellent word processing and IT skills
* Excellent organisational skills and the ability to prioritise various tasks
* Must be capable of working as a team player
* Proven ability to use initiative
* High motivation and enthusiasm with a positive attitude and flexible in response to organisation change & development
* Ability to maintain confidentiality within the guidelines and policies of FAST
* Exceptionally strong ‘customer service’ orientation

**Other**

* Garda Vetting will apply
* Flexibility will be required in working hours

**As a CE post this is largely a training position and as such training will cover all key duties and responsibilities**