Job Title:	Administrator – General /Receptionist	Job Category:	Administrator
Level/Salary Range:	Administrator Scale	Position Type:	Full time
HR Contact:	apply@elysianuk.org	Date Posted:	Feb 2024
Employment location:	Elysian (Multi-sited)		
Employer website:	www.elysianuk.org		

Job Description

Role Overview:

This role will be the primary point of contact for clients, parents/carers, and visitors, as well as providing administrative support across various functions within the organisation. It is essentially the 'backbone' of every site, overseeing the day to day smooth administrative operations of the provision, being the gate keeper for all incoming communication in to the provision and supporting the wider provision team to operate smoothly

Responsibilities:

1. Reception and Client Liaison:

- Serve as the first point of contact for clients, parents/carers, and visitors, providing a welcoming and professional environment.

- Manage incoming calls, emails, and inquiries, directing them to the appropriate staff members.

- Schedule appointments, meetings, and visits, ensuring efficient use of time and resources.

2. Administrative Support:

- Manage inboxes and correspondence, responding to inquiries and forwarding messages as necessary.

- Maintain diaries and calendars for team members, scheduling appointments, and coordinating meetings.

- Assist with general administrative tasks such as filing, data entry, and photocopying.

3. Team and Leadership Support:

- Provide administrative support to the leadership team, including preparing documents, presentations, and reports.

- Assist with organising team events, meetings, and training sessions.

- Collaborate with other team members to ensure smooth operation of administrative processes.

4. Client Records and Documentation:

- Maintain accurate records of client information, appointments, and interactions.

- Ensure confidentiality and compliance with data protection regulations in handling client records and documentation.

5. General Office Management:

- Ensure the office is well-maintained and organised, ordering supplies and coordinating maintenance as needed.

- Assist with coordinating travel arrangements and accommodations for staff as required.

6. Project Administration:

- Take on site specific or organisational project administration, supporting all administrative aspects of planning and facilitation. This may include supporting a short or longer term project, such as an event, an additional service.

Qualifications and Experience Requirements:

- Previous experience in a similar administrative role, preferably in a client-facing environment.

- Strong communication skills, both verbal and written, with the ability to interact effectively with diverse stakeholders.

- Proficiency in Microsoft Office Suite (Word, Excel, Outlook) and other relevant software applications.

- Excellent organisational and time management skills, with the ability to prioritise tasks and meet deadlines.

- Attention to detail and accuracy in data entry and record-keeping.

Preferred Skills, Attributes, and Qualities:

- Friendly and approachable demeanour with a customer service orientation.

- Ability to work independently and as part of a team, demonstrating initiative and problem-

solving skills.

- Flexibility and adaptability to changing priorities and demands.

- Confidentiality and discretion in handling sensitive information.

- Willingness to learn and take on new responsibilities as required.

Additional Notes:

This role offers the opportunity to work in a dynamic and supportive environment, where you will play a vital role in ensuring the smooth operation of administrative processes and providing excellent service to clients and stakeholders.

The role will involve other projects, tasks and responsibilities as directed according to the organisation's needs, in order to progress and reach the best possible outcomes for the people the Elysian serve.

Elysian is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. References, various safeguarding checks including an enhanced DBS disclosure will be requested for the successful candidate and satisfactory receipt of this forms part of the terms of this contract.

Reviewed By:	Charlotte Williams	Date:	20/02/24
Approved By:	Name	Date:	Date
Last Updated By:	Name	Date/Time:	Date/Time