

## Receptionist / Helpline Support Officer Job Description

<b>Job Title</b>	<b>Receptionist / Helpline Support Officer</b>
<b>Job Purpose</b>	<b>To work with all staff of Age UK South Lakeland to provide reception and administrative support</b>
<b>Responsible to</b>	<b>Client Services Supervisor</b>
<b>Working with</b>	<b>All Age UK South Lakeland staff and volunteers, other third sector organisations, statutory organisations and the older people of South Lakeland</b>
<b>Responsible for</b>	<b>Reception and Helpline</b>
<b>Hours</b>	<b>35 hours per week</b>
<b>Location</b>	<b>17 Finkle Street, Kendal, LA9 4AB</b>

As Receptionist / Helpline Support Officer at our Kendal Resource Centre you will be the first contact for visitors and clients, helping provide appropriate information while maintaining a high level of confidentiality. You will also answer phone calls and undertake various front desk and administrative duties.

### **The post holder's main duties will include:**

- ❖ Answer a busy switchboard, transferring calls and taking detailed messages
- ❖ Meeting and greeting visitors and clients
- ❖ Signing visitors and clients in
- ❖ Dealing with distressed clients
- ❖ Provide administrative support and assist with the daily management of the Reception area
- ❖ Occasionally cover on Helpline phone
- ❖ To actively participate in the process of "supervision" the frequency of which will be set by your line manager. Also to participate in the annual process of appraisals and review of your personal development plan
- ❖ To have knowledge of Health and Safety procedures and adhere to Age UK South Lakeland's Health and Safety policy at all time.

### **Skills and Experience:**

1. Communication Skills
2. Switchboard experience
3. Receptionist Duties
4. General Admin
5. Experience of using all Microsoft office applications
6. Customer care experience
7. Positive 'can do' attitude
8. Good eye for detail and high level of accuracy
9. Ability to work under pressure
10. Working as part of a team
11. Flexibility.

This Job Description sets out the responsibilities of the post at the time it was drawn up. Such responsibilities may vary from time to time without changing the general character of the post or level of responsibility entailed. Variations are a common occurrence and do not of themselves constitute additional responsibilities.

**Salary:**

Salary £15,207 - £15,941 per annum, depending on experience. This is a full time position at 35 hours per week.

There are five weeks paid holiday plus public holidays per year and a pension scheme. A available for staff and a health benefit scheme is available for staff after completing a probationary period of six months.

**Closing Date for applications: 25 May 2018 at noon**

**Interview dates: 6 June 2018**