



## THE FLORENCE INSTITUTE CHARITY TRUST

### - RECEPTIONIST

**Fixed Term:** 12 months from date of appointment.

This job is subject to a 3-month probationary period and the contract period may be extended subject to secured income from events and successful delivery of year 1 outputs.

**Hours:** 40 hrs. per week

**Location:** The Florence Institute (The Florrie) Mill Street, L8 4RF

**Salary:** £22,500 per annum

### Overall, Purpose of Role (Summary):

We have a great opportunity at The Florence Institute Trust (The Florrie) for a Receptionist. Our chosen candidate will be energetic and organised to play an integral role as part of our administration & events team and be the first Florrie representative visitors meet on arrival. Making a first impression and having the confidence and know how to welcome and direct visitors to rooms & events is key to this role. As well as the specific requirements detailed below.

### Duties & responsibilities:

- Answering, screening, and forwarding calls to the relative people & depts.
- Taking messages and ensuring they're passed onto the right staff member on-time.
- Welcoming visitors, signing them in and accompanying them to designated rooms / locations.
- Alerting staff when their visitors have arrived and offering them a drink.
- Monitoring security systems to maintain & increase the company's security, instantly reporting suspicious activity.
- Coordinating internal and external events.
- Scheduling Management appointments and meeting times.
- Handling complaints and queries via calls, emails, and general correspondence
- Obtaining and sharing data through emails or other modes
- Managing administrative tasks like maintaining appointment calendars
- Filing and maintaining documents and records
- Helping the HR department with the hiring, onboarding, and firing procedures
- Managing travel plans and documents
- Keeping track of office supplies, furniture, and equipment
- Sorting, delivering, and preparing mail and courier deliveries.
- Managing the availability of the meeting/conference rooms
- Supervising office services such as cleaners and service maintenance staff
- Maintaining the entire reception area's safety and cleanliness standards at all times
- Completing administrative tasks such as filing and delivering and accepting mail to staff and tenants within the Florrie
- Maintaining and ordering event & office supplies, making them accessible to the Events team and visitors upon request
- Occasionally assisting the Events team with room and food & refreshment set-ups & clean-ups, pre & post event.

- Helping visitors & guests by confidently answering and assisting them with their requirements or questions. NOTE: In order to do this, you must be aware and alert to every week's events and their room locations in advance.
- Assisting the Finance Manager with administrative duties, including sales & purchase ledger.
- Representing The Florrie with a positive attitude and professional manner & appearance at all times.

### Receptionist Requirements

- Previous Receptionist experience (at-least 1 year) is essential with the ability to express and explain past employee role/s.
- A positive 'can do' attitude is essential.
- Past experience of operating a telephone switchboard.
- Excellent, clear communication skills (written and oral).
- Experienced using Microsoft Office Suite (Word, Excel, Outlook & PowerPoint).
- Strong organisational & multi-tasking skills
- Ability to multitask and remain calm in stressful situations.
- Maintain a professional & positive approach at all times.
- Committed to and practice of all aspects of equal opportunities by demonstrating the ability to interact with people of diverse backgrounds.
- Reliable with exceptional customer service, organisational and time management skills.
- Sound knowledge of health & safety measures and risk assessment strategies.
- Great interpersonal and communication abilities.
- Understanding of working within a Charity sector, preferred, but not essential.

*NB: This job description identifies key responsibilities and requirements. It is not an exhaustive list of tasks that need to be completed. The Florence Institute Limited reserves the right to amend the job description as the role develops with the organisation.* <sup>[L]</sup>~~[SEP]~~<sup>[L]</sup> This job involves regulated activity with children and adults at risk as defined by the Protection of Freedoms Act 2012. Therefore, an Enhanced Criminal Record check will be undertaken by the successful candidate and two referees, one being the last/current employer prior to employment. <sup>[L]</sup>~~[SEP]~~<sup>[L]</sup>

### How to Apply:

Please submit your CV (no more than two sides of A4) and covering letter outlining your work experience in relation to the job description and duties and why you consider yourself to be the best candidate for this job.

Email your application to: [laurence@theflorrie.org](mailto:laurence@theflorrie.org)

**CLOSING DATE FOR APPLICATIONS IS MIDDAY ON FRIDAY 7TH JULY 2023**