TrustLinks
Growing Communities • Transforming Lives

JOB DESCRIPTION

Trust Links is an organisation committed to the safeguarding and promoting the welfare of children and vulnerable adults and expects all staff, Trustees and volunteers to share this commitment.

Trust Links aims to create a culture that respects and values each others' differences, that promotes dignity, equality and diversity, and that encourages individuals to develop and maximise their true potential.

POST TITLE:	**Reception and Administration Officer**
POST SALARY:	**£24004.50 pro rata**
HOURS OF WORK:	15 hrs per week Mondays and Tuesdays 8.30 am – 4.30 pm some evenings and weekends may be required, for which TOIL can be claimed
POST LOCATION:	Westcliff You may be required to work at any Trust Links project site
REPORTS TO:	Growing Together Manager

PURPOSE OF THE POST:

Trust Links grows communities and transforms lives. Through our six community Growing Together community gardens across Essex, REACH Wellbeing Hub & Recovery College, children and youth projects, and environmental workshops, we work with more than 4,000 people each year. We work in a person-centred, grassroots and recovery-focused way, helping to save lives every day and move people on to better lives, with the support of others and the wider community.

The Reception and Administration Officer is based at the busy office at Trust Links Westcliff, which hosts a range of projects including Growing Together Westcliff, Recovery College courses, Healthy Mind Hub workshops, Youth Links, TLC

Counselling and Forest School sessions. The site also hosts community events and visits. The postholder will be the first point of contact for existing members and volunteers, and new enquiries from a wide range of people for all Trust Links services. The postholder will have frequent contact with adults with mental health issues in person and on the telephone, including people in distress and unwell, and will need to respond in a professional and appropriate manner.

The postholder will be required to:

Provide a friendly, effective, and efficient reception at the main Westcliff site, in person and on the telephone. Support teams across the organisation by responding to queries and resolving issues.

MAIN DUTIES AND RESPONSIBILITIES OF THE POST:

- To provide a high quality of reception duties at Trust Links Westcliff including welcoming members and visitors including providing refreshments, answering all switchboard calls, taking messages and referring callers on
- Support the logistics and administration in the delivery of effective and efficient projects, services and events
- Record key interactions with members and messages for practitioners on Charitylog CRM
- Respond to email enquiries in liaison with other staff as appropriate
- Securely storing monies received
- Booking rooms and ensuring diaries are up to date
- Co-ordinate purchases including stationery, equipment and food, and place orders
- To provide a broad range of administrative support to ensure that the Trust Links' projects run efficiently and effectively
- To undertake administrative tasks as required
- Organising dates and logistics for meetings, courses, trips and events
- Support staff, volunteers and beneficiaries with a welcoming reception and resolving logistical issues, including for counselling clients
- Supporting staff and contractors in the organisation of courses and workshops, including setting up logistics for courses
- To provide administrative support to members of staff as necessary
- To cover reception duties at Westcliff and other sites as required
- To support the Health & Safety of sites, ensuring clear work areas and issues are reported in line with the agreed processes
- Assist with the promotion of Trust Links events and services
- Ensure appropriate confidentiality of service user information throughout the project
- Comply with Trust Links' policies and procedures
- Undertake any other duties commensurate with the grade and responsibilities of the post to help achieve the project's aims and objectives

PERSON SPECIFICATION:

Essential Qualities:

- Experience of working in an administrative role
- Welcoming and friendly manner
- Ability to work with a range of people including adults with mental health problems
- Competence in Microsoft Word, Excel, and Outlook, email and the internet
- Ability to learn new systems and processes including IT packages
- Strong organisational skills and the ability to prioritise work effectively in a busy office environment
- Good level of verbal and written communication skills and accuracy
- Experience of being flexible, responsive and taking the initiative
- DBS enhanced check

Desirable Qualities:

- Experience of working in a busy multi-functioning office environment
- Experience of working in the social care, health or community sector
- Experience of working directly with customers with disabilities e.g. mental health problems, learning disabilities

Personal Qualities

- Commitment
- Tact
- Responsiveness
- Realism
- Honesty
- Enthusiasm
- Teamwork