



## **JOB DESCRIPTION**

### **Receptionist / Administrator (Worcester)**

**Responsible to:** Apprenticeship Support and Engagement Manager

**Purpose:** To provide an effective, friendly, efficient and professional welcome to customers and guests of HWGTA, both face to face and over the telephone. To professionally prepare training and meeting facilities. To provide an administrative service to the Corporate and Engineering teams, when required.

#### **General Duties and Responsibilities**

- Prepare training and meeting rooms to specifications ahead of training or meeting commencement, to include movement of furniture (with help where required), check rooms have been booked in the spreadsheet, ensure drinks keys, projector remotes, flip charts etc. are available and check the rooms are in good condition
- Deal professionally and efficiently with visitors to the organisation. Ensure visitors have first class customer service when they attend our training facilities, this will include dealing with any queries, concerns or questions
- Ensuring any catering delivery is coordinated and directed to the appropriate room and collected afterwards by the catering provider
- Deal effectively and professionally with incoming calls to the organisation
- Deal effectively and professionally with incoming deliveries to the organisation, including distribution of the post
- Responsibility for stationery and supplies ordering
- Liaise with the Corporate Administrator to ensure Hereford and Worcester signage and noticeboards are consistent.
- Provide administrative support to the apprenticeship operations, including support for apprentice records, initial assessments, contacting employers, coordinating and administering relevant processes.
- Ensure vending machines and break area are clean and restocked
- Carry out low level health and safety checks on the premises
- Coordinating reception cover with administration colleagues if it is needed on days that you are not on site or on holiday

#### **All Staff Duties**

- Achieve agreed targets as specified in the HWGTA Strategic Plan, Quality Improvement Plan, Budget, plus any personal development plan targets and contribute generally towards the achievements of the objectives of the Association
- Respond promptly and effectively to requests for information and assistance from customers, managers, and colleagues
- Maintain safety standards in line with the Health & Safety at Work Act and other appropriate legislation
- Carry out duties in line with
  - Equality, Diversity and Inclusion policy
  - Safeguarding policy (including safer recruitment)
  - Sexual Harassment and Abuse policy
  - Health and Safety policy
  - GDPR, data protection and confidentiality policies
  - Apprenticeship Programme Goals
  - Purpose and core values
  - Self-assessment and strategic plan
  - Other relevant quality procedures



- Act as a positive role model for apprentice learners and as an excellent ambassador for HWGTA with all external contacts
- Maintain the image and reputation of the Association within the membership and all associated organisations, customers and general public
- Take appropriate action for self-development to improve personal effectiveness
- Undertake all reasonable requests from the Chief Executive and the Line Manager for work activities
- Where any significant work responsibilities emerge, these will be discussed and negotiated with individuals in advance, taking into account current workload and documented separately

#### **Additional Responsibilities**

#### **Limits of Authority**

- Any change to systems, procedure and guidelines should be authorised by a manager
- Purchases on behalf of the business shall be made following the operation's specific guidelines and restrictions

#### **Supporting Documentation**

- Statement of employment
- HWGTA Staff handbook
- HWGTA Staff Code of Conduct
- HWGTA Policies and Procedures

**PERSON SPECIFICATION  
Worcester Receptionist / Administrator**

<b>Quality</b>	<b>Essential</b>	<b>Desirable</b>	<b>Disqualifier</b>
<b>1. Qualifications</b>	Administration qualification level 2 or relevant equivalent experience DBS (Disclosure & Barring Service) clearance	Administration qualification Level 3	DBS (Disclosure & Barring Service) rejection
<b>2. Previous Experience</b>	Administration experience Customer service	Reception experience	
<b>3. Skills, Knowledge and Abilities</b>	Excellent written communication skills Excellent verbal communication skills Good IT skills Motivational abilities Negotiation		Lack of proficiency in English or numeracy
<b>4. Personal Attributes</b>	Excellent interpersonal and communication skills Confidence with working with people of all ages and abilities Sensitive to client needs Tactful Able to respond to wide range of personnel Problem solver Confident Approachable Conscientious Good team-player Capable of independent working Robust	Able to mix with all ages Flexible Assertive	Unwilling to develop own competence on continuous basis
<b>5. Circumstances</b>		Clean driving licence Car driver Full licence	Inability to work beyond core hours when required  Inability to work in both Hereford and Worcester when required

Please note that some of the elements in the essential category will be evaluated at initial screening of applications and some will be evaluated at interview.