

# Confederation of Community Groups Newry & District



<b>Job title:</b>	Receptionist/Administrator	<b>Responsible to:</b>	Chief Executive
<b>Department/Group:</b>	Finance & Service dept.	<b>Responsible for:</b>	N/A
<b>Location:</b>	Ballybot House, 28 Cornmarket, Newry	<b>Travel required:</b>	N/A
<b>Level/Salary range:</b>	£19,163 pro rata (£10,950 for 20 hours)	<b>Position type:</b>	Part-Time
<b>Job category:</b>	Receptionist/Admin	<b>Date posted:</b>	February 2023
<b>Will train applicant(s):</b>	Training provided	<b>Posting expires on:</b>	N/A
<b>Status of Post:</b>	Permanent, Part-Time: 20 Hours per week (10.00 am – 2.00 pm, Monday to Friday)		
<b>Key working relationships</b>	Admin/Receptionist, Chief Executive, caretakers and other CCG staff		
<b>Applications Accepted By:</b>			
<b>EMAIL:</b> Email address: <a href="mailto:rjackson@ccgnewry.org">rjackson@ccgnewry.org</a> Subject line: Receptionist/Administrator		<b>MAIL:</b> Raymond Jackson Confederation of Community Groups Ballybot House, 28 Cornmarket, Newry. BT35 8BG	
<b>Job description</b>			
<b>ROLES AND MAIN RESPONSIBILITY</b>			
To provide CCG's receptionist services operating a central telephone switchboard, greeting, directing and attending to the needs of visitors/callers to Ballybot House and to assist with admin duties.			
<b>SPECIFIC DUTIES</b>			
<ul style="list-style-type: none"> <li>• Responsible for all telephone switchboard duties, including receiving and transferring callers to the appropriate person.</li> <li>• To receive oral and written messages and to relay such to the appropriate person.</li> <li>• To respond to service-users / guests / staff requests for information and to inform clients about available services.</li> <li>• To assist with conference / venue hire room bookings and to contribute to the promotion of CCG and its services.</li> <li>• To receive, assist and direct clients promptly and courteously, on behalf of CCG and tenants</li> <li>• To undertake data input, word processing and general IT and administrative duties (including photo-copying services) as may be required.</li> <li>• To sign for receipt of all incoming supplies and advise appropriate member of staff / tenant of delivery.</li> <li>• To send and receive information via email and social media and to ensure essential databases / directories are kept up to date.</li> <li>• To ensure publicity / reading material / notice board information is current and neatly displayed.</li> <li>• To ensure reception area is attended in accordance with policy and to maintain a tidy reception area free from hazards.</li> <li>• To sort incoming mail daily into pigeon holes for staff / tenants and to receive and process outgoing mail.</li> <li>• To adhere to CCG's Health &amp; Safety policy and attend relevant training as required.</li> <li>• To maintain a daily record of staff, tenants and visitors present in the building in accordance with Health &amp; Safety / Fire Regulations and to act as Fire Marshall in emergency evacuation procedures.</li> <li>• To maintain standards of confidentiality in all dealings with staff, clients and visitors.</li> </ul>			
<b>OTHER</b>			
<ul style="list-style-type: none"> <li>• To undertake such reasonable duties as CCG may from time to time require.</li> <li>• To demonstrate flexibility in the execution of duties as part of a small team</li> <li>• To conform at all times to the CCG's ethics and values.</li> </ul>			



## PERSONNEL SPECIFICATION

JOB TITLE

**PART-TIME RECEPTIONIST / ADMINISTRATION,  
BALLYBOT HOUSE, 28 CORNMARKEt NEWRY**

	<b>Essential</b>		<b>Desirable</b>
Attainments:	<ul style="list-style-type: none"> <li>• Minimum 1 years Experience in relevant role</li> <li>• Or Typing / Word processing (or equivalent) qualification</li> </ul>		<ul style="list-style-type: none"> <li>• level II qualification in Business Administration / equivalent.</li> <li>• Experience of Multi-line switchboard / Reception / Customer care</li> <li>• Venue Hire / General Administration experience</li> </ul>
Motivation/Adjustment:	<ul style="list-style-type: none"> <li>• Initiative and drive – organisational skills / ability to prioritise and to work under minimum supervision</li> </ul>		<ul style="list-style-type: none"> <li>• Ability to cope with complex demands</li> </ul>
Special Aptitudes:	<ul style="list-style-type: none"> <li>• Excellent communication skills and telephone manner</li> <li>• Use of Microsoft Office / email / internet</li> <li>• Ability to work with minimum supervision</li> <li>• Ability to build effective working relationships / teamworking</li> </ul>		<ul style="list-style-type: none"> <li>• Experience of Team working</li> </ul>
Interests:			<ul style="list-style-type: none"> <li>• Knowledge of local com / vol organisations</li> <li>• Evidence of involvement in groups socially</li> </ul>
Disposition:	<ul style="list-style-type: none"> <li>• Honesty</li> <li>• Relates well to others</li> <li>• Pleasant disposition</li> <li>• Prepared to conform to CCG</li> <li>• Aims &amp; Values</li> <li>• Ability to maintain confidentiality</li> </ul>		
Circumstances:	<ul style="list-style-type: none"> <li>• Assurance on daily punctuality</li> <li>• Flexible working arrangements</li> </ul>		