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|  | **Job Title:** | **Receptionist and Admin** |  |
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|  | **Reporting To:** | **Finance Director** |  |
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|  | **Job Summary:** |  |
|  | As the Receptionist and Admin, you will be the first point of contact for MAAC, welcoming and greeting both visitors and colleagues who come to ABHQ. You will also be responsible for providing administrative support across the charity.You will have a pleasant personality, with excellent customer service skills, being able to deal with tasks in a timely and effective manner.  |  |
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|  | **Main Duties of the Post:** |  |
|  | **The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of MAAC which may be amended from time to time.** **Reception** * Ensuring the reception area is kept clean and tidy and visitors are welcomed.
* Answering phone calls from supporters, suppliers, partners, and dealing with general enquiries wherever possible and transferring calls to the appropriate member of the MAAC team if necessary. Working to manage cold callers appropriately.
* Meeting and greeting all visitors to ABHQ, offering refreshments where needed.
* Hosting visitor tours of ABHQ as and when required.
* Dealing with supporter enquiries, including booking cash collections and taking donations/payments (both over the phone and in person).
* Always demonstrating exceptional customer service, acting as an ambassador for the charity in all interactions.
* Arranging for out of office emails and calls for non-office timeframes (weekends, bank holidays).
* Communicating regularly with key colleagues through regular reporting, by email, phone and occasional face-to-face meetings.
* Always working in a professional and diligent manner, in line with our values, to carry out the work specified in this job description and the specific tasks as agreed in the annual plan and reviewed periodically with the line manager.
* To work as part of the company wide team to achieve our organisational objectives.

**Administration*** Overseeing and managing the incoming and outgoing post, including opening post, distributing post, scanning post, and preparing mail for collection.
* Managing MAAC’s Royal Mail account(s), including handling any updates and amendments required.
* Providing standard clerical duties and diary management for SLT (as and when required).
* Overseeing the info@ and admin@ email accounts, dealing with enquiries where appropriate and forwarding on messages to colleagues in a timely manner.
* Overseeing the internal phone list, updating and distributing regularly to ensure records are current.
* Handling internal and external requests for fundraising materials including collecting buckets, collection tins, banners, and literature.
* Planning and coordinating administrative procedures and systems and devising ways to streamline processes
* Preparing all donations received via cheque for processing, including adding cheques to the register and adding supporter numbers to cheques and post.
* Assisting the Supporter Care Team with donation acknowledgements and certificates.
* Assisting the Supporter Care Team by ensuring supporter records on our CRM system are updated in a timely manner, including updating/adding records, adding communications following conversations with supporters, amending/updating GDPR preferences, and supporting in processing/updating records following major campaigns as directed by the Individual Giving and Development Manager.
* Stationery orders.

**Merchandise** * Coordinating merchandise sales from the reception point of sale cabinet. Ensuring sufficient stock is accessible to facilitate immediate sales.
* Processing merchandise orders via Cybertill as and when required, in particular during peak period such as the festive season.
* Compiling and overseeing the Rota for festive merchandise fulfilment.
* Supporting with packing daily orders.
* Ordering and managing the goodwill stock i.e. pens / pencils etc. (this is stock required for internal / recognition purposes).

**Meeting Management** * Coordinating meeting room bookings.
* Undertaking catering bookings for internal meetings.
* Supporting with meeting set up.

 **Other Duties** * Attending meetings and development training courses as requested and to undertake any other duties that may arise and fall logically within your remit.

**The Charity is committed to safeguarding and promoting the welfare of all stakeholders. All post holders are subject to a satisfactory Disclosure and Barring Service check (DBS) and satisfactory employment references, as well as identification, prohibition, qualification and barred list checks, which will be required before commencing duties.** |  |

**ADDITIONAL INFORMATION**

This job description should be regarded as a guideline of the duties required and is not definitive. This job description is not intended to be an exhaustive list of activities, but rather an outline of the main areas of responsibility. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder.The post holder will be required to adopt and undertake different or new duties as may be required in line with professional and service development.

**CHARITY POLICIES & PROCEDURES**

All employees must adhere to and perpetuate all Charity policies and procedures including those relating to Fraud management, Whistleblowing, Information governance, Code of Conduct, Health and Safety, Confidentiality, No Smoking at Work and Equal Opportunities in Employment; including responsibilities under the Disability Discrimination Act. Failure to do so may result in disciplinary action.

**HEALTH & SAFETY AT WORK ACT**

The post holder is required to take responsible care for the health and safety of him/her and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with the charity to ensure that statutory and charity safety regulations are adhered to.

**MANAGING RISK: MAINTAINING SKILLS & LEARNING FROM PROBLEMS**

Reducing risk is everyone's responsibility.  All staff in the charity must attend training identified by the Chief Executive. The charity uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve the service provided.  All employees are expected to ensure they are familiar with and adopt the Infection Prevention and Control policy/procedures and all safe-working practices required in their work activity” and specifically with reference to hand hygiene and aseptic techniques.

**CONFIDENTIALITY**

All employees must observe and comply with the requirements of the Data Protection Act 2018, and associated legislation, and with the Common Law Duty of Confidentiality. The unauthorised use or disclosure of donor, staff or other personal information is a disciplinary offence and also could result in a prosecution for an offence or action for civil damages under the Data Protection Act 2018, or associated legislation.

**FREEDOM OF INFORMATION**

The post holder must be aware that any information held by the Charity in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Charity's policies.'

**CONTINUING PROFESSIONAL DEVELOPMENT**

There is a requirement to participate in the Charity’s Appraisal and Review process. Personnel are required to attend training as required by the Charity to help them perform their role safely and competently and to ensure the safety of others. This includes induction and refresher training at charity set intervals, as defined in the Workforce management policy.

**REGISTRATION**

If applicable, you are required to be fully registered with the appropriate association for your post and for you as post-holder. Failure to produce confirmation of current registration with the appropriate body will mean that you will not be permitted to commence (or continue with) your duties, nor will you be paid for those duties for the period of delay, until such time as you are able to provide this confirmation**. NB:** It is your duty to ensure that your registration is kept up to date.

**DISCLOSURE AND BARRING SERVICE (DBS)**

Post holders whose work involve, or may involve, direct contact with vulnerable adults and/or children, and/or with access to managing accounts, are subject to DBS checks every three years. Where you work directly with vulnerable adults or children, under the conditions of the Rehabilitation of Offenders Act 1974, as amended, you are not entitled to withhold information about convictions which otherwise might be considered ‘spent’. There is an ongoing obligation to declare any civil or safeguarding issues, investigations, convictions and cautions against you, during the course of your employment

**SAFEGUARDING**

The Charity has a zero-tolerance approach to the abuse of children, young people and vulnerable adults. All employees are required to promote and safeguard the welfare of children and young people and comply with the Local Safeguarding Children Board Procedures and the Children Act (1989, 2004).

**TRAVEL TO OTHER SITES**

You may be required to travel to any of the airbase locations or locations where fundraising events take place. Please complete the travel expenses form. Expenses will not be paid where travel expense forms are not fully completed.

**SMOKING STATEMENT**

The Charity is a NO SMOKING environment. Smoking in all areas of the building and premises is prohibited. Smoking may only take place in non-public areas.

**DIVERSITY AND EQUAL OPPORTUNITIES**

The Charity welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.