

# GL11 Community Project

Charity No: 1130096

## JOB DESCRIPTION

**JOB TITLE:** Receptionist/Office Assistant  
(20 hrs p.w. term-time only)

**REPORTS TO:** Administrator/IT Support, and Project Manager

### JOB PURPOSE:

To provide reception and general administration duties in a busy working environment with a great deal of contact with local residents and visitors. To be the friendly, welcoming face of GL11.

More information about the work of GL11 Community Project is available on our website [www.gl11.org.uk](http://www.gl11.org.uk)

### KEY TASKS

- To carry out reception duties, ensuring visitors are welcomed in a friendly and professional manner, and that the visitors register is completed on arrival and departure
- Dealing with all incoming telephone calls, incoming and outgoing post, as well as GL11 office e-mails
- To maintain accurate diary/programme bookings for use of venue and ensure rooms are prepared and available for appropriate use on a daily basis
- To monitor supplies of stationery and other consumables/supplies and order as necessary
- To regularly enter statistical data on numbers of service users and data entry in support of the UK Online Centre programme
- To undertake photocopying/filing
- To assist with the printing of marketing/promotional material
- To work with all staff/volunteers to deliver the above and undertake other reasonable duties as the Administrator/IT Support worker or the Project Manager request

## PERSON SPECIFICATION

### ESSENTIAL

- Experience of reception or customer care duties
- Confidence in 'meeting and greeting' visitors
- Clear and confident telephone manner with ability to take and relay accurate messages
- Good communication skills – spoken and written
- Ability to type accurately with good knowledge of Word and Excel
- Experienced in use of e-mail and internet
- Ability to follow instructions and work independently, as well as part of a team
- Flexibility and enthusiasm with willingness to work occasional evenings and weekends.

### DESIRABLE

- Relevant qualifications in a related field
- Experience of working in the voluntary sector
- Experience of working with vulnerable people
- Experience of working with individuals and small groups
- Relevant life experience that can be used as an asset

**IMPORTANT:** Any offer of employment will be subject to a Criminal Records Bureau check and at least 2 satisfactory references.

### **TERMS AND CONDITIONS**

The post is for 20 hours p.w., 9 a.m. to 1 p.m., 5 days a week (some flexibility). This is term time only (40 weeks), 2 weeks of which are to be worked during school summer holidays. Hourly rate of £6.50 (pro rata £12,675). This is initially a 12 month contract – continuation will be subject to funding.

### **APPLICATION PROCESS – Closing date 9 a.m. Friday 27 August.**

Please submit CV (including names and contact details of 2 referees) with covering letter explaining why this role appeals to you to:

Ann Wheeler, Project Manager, GL11 Community Project, Fairmead, Cam, Dursley, Glos GL11 5JS; or e-mail: [annwheeler@gl11.org.uk](mailto:annwheeler@gl11.org.uk)

**INTERVIEWS WILL BE HELD ON TUESDAY 31<sup>st</sup> AUGUST**