

Job Description

Job title: Receptionist and HR Admin Support

Accountable to: HR Manager

Job Purpose

Reception and general administrative support for the HR Team as required. You will be first point of contact for visitors and general enquiries via telephone or email.

Key Responsibilities and Objectives

Reception duties:

- Answering the telephone, dealing with initial enquiries, transferring calls or taking messages as required.
- Meet and greet of internal and external visitors to the site ensuring a positive experience of Freeways.
- Internal and external conferencing support – including taking bookings and managing enquiries.
- Administration support for internal training and conferences.
- Manage online databases for IT and Maintenance Support and maintenance records for services.
- Ordering office supplies.
- Maintaining office equipment lists and agreements.
- To ensure contact lists are up to date.
- To support with the administration of documents on the intranet.
- Deal with internal and external mail.
- Update charity website with news and events as required.
- Act as Fire Warden as required.

HR Admin Support:

- Administrative support for HR, Senior Management and services as required.
- First point of contact for general enquiries and providing administrative support for all processes throughout the employee life-cycle. These will include HR administrative processes, such as recruitment, training, starters, leavers, contractual changes and HR database management.

Health and safety responsibilities:

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and others at work
- To co-operate with Freeways and Freeways Trust as far as is necessary to enable them to carry out their legal duty.
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for health and safety or welfare at work.

Equal opportunities:

Freeways is committed to anti-discriminatory policies and practices and it is essential that the post holder is willing to make a positive contribution to their promotion and implementation.

This job description only contains the main duties relating to this post and does not describe in detail all the tasks required to carry them out.

Post holders may be asked to undertake any task commensurate with their pay grade.

All job descriptions will be subject to review as appropriate and may be altered in line with the requirements of the post. Any proposed changes will be discussed with the post holder prior to change.

Person Specification – Receptionist and HR Admin Support

Shortlisting will be based on the criteria listed below, which are derived from the Job Description. Applicants should therefore explain in their application how they think they meet each criterion using relevant examples from previous work experience and community/voluntary/leisure activities, as appropriate.

Requirement	Essential	Desirable	Assessment
Knowledge /Qualifications			
Good general education to at least GCSE level or equivalent (Maths and English level 3).	E		Application
Awareness of the importance of confidentiality	E		Interview
Experience			
Previous customer service experience		D	Application / Interview
Previous HR administration experience		D	Application / Interview
Experience of Microsoft Office (Word, Excel, Outlook and Publisher).	E		Interview
Skills and Abilities			
Good IT skills	E		Application/ Interview
Excellent customer service skills	E		Application/ Interview
Excellent communication skills	E		Interview
Good organisation skills and ability to prioritise tasks	E		Application/ Interview
Shares Freeways values	E		Interview