

tyneside women's health

Improving mental health for women and girls

Come and work with us!

We are looking for an enthusiastic and committed woman to join our team as a

Receptionist & Administrator (Job Ref RA12/24)

You will be the first point of contact for women accessing our Centres and via telephone. You will be responsible for general office administration and data entry.

Full training and support will be provided.

We can offer you:

- A starting salary of £16,940 for 25 hours per week (the full-time equivalent is £25,072)
- Guaranteed 25 hours per week
- An excellent company pension scheme with an 8.7% employer contribution
- Relevant training, development and progression opportunities
- 28 days annual leave (pro rata) rising to 32 days annual leave for each completed year of service
- A rewarding career in a friendly and supportive team with women's wellbeing at its heart



What we would like from you:

- Commitment to learning new skills and completing relevant training and qualifications
- Confident approach
- Ability to use Microsoft Office packages
- Commitment to helping women achieve their goals by offering a warm and friendly welcome
- Flexibility and a team player

Full job description, person specification and application form is available at:

<https://www.tynesidewomenshealth.org.uk/get-involved/employment-opportunities/>

Completed applications should be submitted by email to enquiries@tynesidewomenshealth.org.uk

The closing date for applications is 5pm on Wednesday 27th November

Shortlisted candidates will be invited to attend an interview which will take shortly after the closing date.

We welcome applications from diverse communities of women.

Equality Act 2010 Sch.9 (para.1) applies which means that this is a vacancy for females.

Head Office: Unit 12, Interchange Centre, West Street, Gateshead, NE8 1BH. Telephone: 0191 477 7898

e-mail: enquiries@tynesidewomenshealth.org.uk Web: www.tynesidewomenshealth.org.uk

Registered Charity Number 1126648 Registered Company Number 06702528

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JOB DESCRIPTION

Job Title: Receptionist & Administrator

Responsible to: Line Manager

Job Purpose:

The role is to support the smooth running of Tyneside Women's Health's offices and administrative systems. To undertake a range of reception, finance, secretarial and administrative duties for Tyneside Women's Health in the Gateshead Head Office and at outreach centres as required. To work according to the vision, aims, values and strategic objectives of Tyneside Women's Health.

Key Tasks:

To act as the first point of contact for visitors and women accessing our services, either in person or on the telephone. To answer queries from service users, referrers and partner organisations. To complete data entry tasks ensuring service user records are maintained and managed using our database.

Main Responsibilities:

1. To be the first point of contact for visitors attending Centres in person, ensuring they sign in and are directed to the appropriate place.
2. To answer the telephone, take messages, send out leaflets and information and, when appropriate, signpost callers to other agencies.
3. To manage the reception area by answering the door and maintaining a welcoming atmosphere, ensuring the reception, refreshment areas and rooms are kept tidy.
4. To ensure the service user database (Lamplight) is kept up to date by imputing relevant referral and assessment data and to maintain accurate, confidential records of service user contacts.
5. To assist the Chief Executive Officer in the provision of relevant statistical reports.
6. Under the direction of the Chief Executive Officer, to undertake a range of day to day finance and administration tasks such as:
 - Maintaining and updating computerised and paper records, and filing systems for service users and referral partners
 - Maintaining the office diaries and co-ordination of internal and external room bookings, resolving clashes as necessary
 - Issuing petty cash payments
 - Maintaining and ordering stationary and other essential supplies
 - Recording post sent and received
 - Typing, filing, photocopying, archiving, shredding as required
7. To support the maintenance of Tyneside Women's Health's website, Instagram and Facebook accounts and contributing to their ongoing development.

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8. To be responsible for secretarial support at team meetings by taking minutes of the meetings and circulating minutes and other documents to the team as required.
9. To provide direct support to Tyneside Women's Health services including:
 - Liaising with facilitators, being aware of any upcoming courses or groups
 - Updating notice boards and preparing publicity materials
 - Preparing relevant documentation and resources for all activities such as registers, disclaimers and evaluation documentation
 - Facilitating access to services by booking interpreters
 - Assisting with the setting up and clearing of rooms for groups and courses as required
 - Arranging appointments and invitations to interventions by letter and email
 - Managing waiting lists for groups, courses, and assessment appointments
 - Ensuring adequate cover is in place for all activities
 - Managing the 'enquiries' email account by responding to queries received in a timely manner
10. To liaise with external stakeholders as necessary maintaining a professional manner
11. To participate in any relevant networking and awareness raising events
12. To participate with team members in the collective responsibility for the smooth running of day to day organisational tasks.
13. To take responsibility for continuous professional development, through participation in supervision & appraisal, team meetings and training, as agreed with line manager.
14. To adhere to all Tyneside Women's Health's policies and procedures, in particular health & safety and protection of vulnerable adults procedures.
15. To undertake other tasks, commensurate with the grade, as determined with the Business Administrator, Management Team / Board of Trustees and in accordance with the overall aim of Tyneside Women's Health.

I acknowledge receipt of this job description, and confirm that I understand my duties as described within it. I confirm that I understand my performance at Tyneside Women's Health will be measured against this job description within probationary reviews, one to one supervision sessions and appraisals.

Name: _____

Signature: _____

Date: _____

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Receptionist & Administrator – Person Specification

ESSENTIAL	How Assessed
Willingness to complete a relevant professional qualification in Business Administration or equivalent, at a minimum of Level 2	Certs
Ability to act as first point of contact both in person and on the telephone and ability to provide a welcoming environment	PS / App / Int
Excellent communication and inter personal skills	PS / App / Int
Ability to remain positive and calm under pressure to deal with multiple queries in a busy office.	PS / App / Int
Ability to update websites, Facebook and Instagram, or a willingness to learn	PS / App / Int
Ability to work with accuracy and attention to detail, particularly in relation to data input	PS / App / Int
An ability to set up and maintain systems to ensure that the progress of multiple service users can be monitored and tracked	PS / App / Int
Ability to multitask and work to deadlines	PS / App / Int
An understanding of the need to maintain confidentiality	PS / App / Int
An understanding and sensitivity toward women who suffer from mental health problems	PS / App / Int
Flexible and reliable team member able to work on own initiative	PS / App / Int
A willingness to develop new skills and work towards qualifications deemed beneficial to the role	PS / App / Int
A pleasant friendly manner and a sense of humour	PS / App / Int
An understanding of, and commitment to equality and diversity	PS / App / Int
Ability to use and update CRM systems	PS / App / Int
Ability to use Microsoft packages including Excel, Access, Power Point and Outlook	PS / App / Int
Ability to use online communication platforms such as Microsoft Teams, Zoom, WhatsApp	PS / App / Int
Ability to work within a team	PS / App / Int

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Certs = Certificates of Professional Qualifications

PS = Personal Statement

App = Application Form

Int = Interview

DESIRABLE	How Assessed
Qualifications or training in <ul style="list-style-type: none">◆ First Aid◆ IT◆ Customer Service◆ Health and Safety	PS / App / Int
Knowledge and experience of health and safety issues	PS / App / Int
An understanding and sensitivity toward women from diverse backgrounds	PS / App / Int
Experience of working within the voluntary sector	PS / App / Int
Knowledge and understanding of data protection legislation	PS / App / Int
Knowledge and track record of using Lamplight as a database system	PS / App / Int
Knowledge of other local statutory and non-statutory organisations	PS / App / Int
Experience of partnership working	PS / App / Int
Ability to speak additional languages	PS / App / Int
Ability to use British Sign Language	PS / App / Int

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