Gateway is the operational name of the Highland Homeless Trust, a local charity that has provided support to vulnerable adults for over 20 years, across the Highlands.

We are seeking the right individual to join our team as **Receptionist/Admin Assistant** at our support office in Inverness.

The role will involve working alongside the Management Team and will cover a wide range of duties from general office duties, managing cash, social media and managing ‘The Big Issue’ sales.

The position is customer-facing and therefore we are looking for someone with a positive outlook who is used to working in a busy office environment but above all we want someone who reflects our core values of *Respect, Caring, Empathy, Trust, Reliable.*

Working for an organisation such as Gateway can be extremely rewarding as you see the difference a charity can make to some of the most vulnerable individuals within our communities.

Please see the attached Person Specification and Job Specification to check if you have the skills and attributes that we are looking for.

Informal enquiries to Craig Riddle, Finance Manager – 01463 718693 or [craig.riddle@homelesstrust.org.uk](mailto:craig.riddle@homelesstrust.org.uk)

## JOB SPECIFICATION

**RESPECT | CARING | TRUST | EMPATHY | RELIABLE**

**JOB TITLE: Admin Assistant/Receptionist**

**HOURS:** 37.5 hours per week

**PAY RATES: £17,063 per annum**

**EXPERIENCE:** Experience working in a busy office environment is preferred, however, above all we are looking for someone with enthusiasm and a hard work ethic that is keen to work in a diverse role.

**QUALIFICATION**  HNC/HND Administration/Business

**PREFERRED:**

**RESPONSIBLE TO:** Finance Manager

**Post Purpose:** To provide receptionist cover at Gateway’s Head Office. To undertake administrative duties to a high standard and to reflect the Core Values that underpin the organisation in all work undertaken.

**Main Duties &Responsibilities**:

Welcome visitors to the office in a professional manner.

Filing and archiving as required.

Typing letters/documents as required.

Photocopying as required.

Manage the organisation’s meeting room.

Manage incoming and outgoing mail.

Manage the organisation’s petty cash.

Receipt all incoming monies and associated banking.

Record all cash book payments for the organisation.

Administer the company credit card.

Consolidate the staffing hours for the organisation.

Manage Big Issue sales and associated dealings with the vendors.

Minute taking at staff meetings.

Maintaining a tidy and clean reception area and office environment.

Assist in the Social Media function of Gateway.

Manage the organisation’s fleet of vehicles including arranging MOT/servicing, tax, transfer of vehicles.

Arrange cleaning and stationery orders for the organisation including its Supported Accommodation Units.

Manage the Nursing Supplies stock for the organisation.

Pick up and deliver items for the charity, as requested.

Provide cover for the Business Administrator as required.

**Basic Service** All staff receive and are required to participate in regular supervision,

**Conditions:** performance review and development appraisal from their designated line manager. Supervision will be formal and informal.

All support staff are required to work flexibly to deliver Gateway services.

Staff will be paid monthly.

Gateway reserves the right to amend or change the above responsibilities to

enable evolving business needs to be met.

**ADMIN ASSISTANT/RECEPTIONIST – HEAD OFFICE**

**PERSON SPECIFICATION**

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| --- | --- | --- |
| **ATTRIBUTES:** | ESSENTIAL  *The minimum acceptable level for safe and effective job performance* | DESIRABLE  *Attributes of the ideal candidate* |
| **EXPERIENCE** | 1. Knowledge of Microsoft Word and Microsoft Excel | 1. Experience of working in a busy office environment  2. Experience in dealing with cash within a business environment |
| **EDUCATION & QUALIFICATIONS** | 1. Good general level of education  2. Willingness to undertake any training deemed necessary/relevant to the post. | 1. HNC/HND in Admin or Business Qualification |
| **SKILLS/ABILITIES GENERAL** | 1. Ability to prioritise work  2. Ability to work on own initiative & organise work tasks  3. To work as a member of a team and to take direction from the management team  4. A current driving licence  5. To understand that this is a diverse role which covers all reception and administrative assistant duties as required | 1. Dealing with finances within an organisation |
| **SKILLS SPECIFIC TO POST** | 1. Ability to keep accurate and professional records  2. Organisational skills  3. Commitment to the values of the organisation  4. Ability to relate to vulnerable people | 1. Good knowledge of social media  2. Minute taking experience  3. Input to an accounting system |
| **INTERPERSONAL & SOCIAL SKILLS** | 1. Good listening, communication and observation skills  2. Ability to work in a challenging environment  3. Ability to maintain a positive outlook  4. Flexible and approachable with a positive attitude, even under pressure  5. Be caring and have a warm and friendly nature | 1. Ability to represent the organisation positively and liaise with other agencies |
| **HEALTH AND PHYSICAL CONDITION** | 1. Good general state of health  2. Be fit to cope with an active job that sometimes may involve lifting |  |