

Role Description

Reception and Office Assistant



Line manager: IT and Operations Manager

Direct reports: None

Role Description Statement

This document sets out the main purpose and key tasks of the role, the management reporting lines and the competency requirements for the role. The role description sets out PACT's expectations for the role and the post-holder. Regular discussions to support you in your role will take place together with your manager during your induction period, and after your probation period in your ongoing support and supervision meetings.

The Role

The Reception and Office Assistant has a key role in ensuring our offices are safe, comfortable and well-maintained and create a welcoming environment for everyone.

Working closely with the IT & Operations Manager and the IT & Operations Officer, they are responsible for:

- delivering a warm and welcoming front of house experience for both visitors and colleagues
- ensuring compliance with health and safety standards
- providing general office services
- overseeing building maintenance

Key tasks

| Reception | |
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| 1 | Open up the office in the morning. Greet and welcome visitors to the office, ensure they sign-in/out, deal with or refer enquiries and let colleagues know that visitors have arrived. |
| 2 | Help colleagues and visitors with parking requirements as needed, issue parking permits and update parking maps. |
| 3 | Create desk calendars for 2 and 7 Southern Court. Proactively manage the calendar for 7 Southern Court, ensuring this is up to date, details of visitors are logged and there is a nominated key holder available to lock up/open the building each day. |
| 4 | Answer telephone calls and check for messages, direct call and voicemails to the correct person/team as needed. |
| 5 | Check shared inboxes, forward emails to the appropriate person/team. |
| 6 | Take in deliveries and let colleagues know when these have arrived. |

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| 7 | Support colleagues with setting up meeting rooms and tidying up after meetings have finished. |
| Health and safety | |
| 8 | Co-ordinate health and safety compliance checks (i.e. fire safety checks, fire drills, gas checks, PAT testing, check of first aid boxes etc.), ensuring these are conducted punctually and recorded correctly. |
| 9 | Book in health and safety inspections and testing with contractors (i.e. gas safety checks, fire safety checks). |
| 10 | Carry out and record monthly checks temperature of water from all taps. |
| 11 | Carry out and record monthly emergency lights testing. |
| 12 | Carry out weekly fire alarm tests. |
| Office services | |
| 13 | Carry out weekly housekeeping checks of 2 and 7 Southern Court so that: - a. cleaning is completed to the required standard b. the offices are tidy and organised, including checks of signage c. health and safety concerns are noted d. maintenance issues are logged and update the IT & Operations Officer on any issues. |
| 14 | Maintain stock levels for office supplies (stationary, catering, cleaning etc.), placing orders so that there are always sufficient supplies. |
| 15 | Open and file incoming post. |
| 16 | Replace toner cartridges and ensure paper trays are stocked, arrange collection of used toner cartridges as required. |
| 17 | Complete regular checks of the franking machine and assist colleagues as necessary. |
| 18 | Be the main point of contact for staff and Oasis off site archiving for the retrieval and destruction of archived documents and the secure sending of documents to be archived. |
| General maintenance | |
| 19 | Maintain the maintenance repairs and supplier lists, working with the IT & Operations Officer to liaise with contractors as needed to ensure repairs are completed promptly. |
| 20 | Provide cover as required for IT & Operations in the absence of a staff member to arrange contractors for emergency repairs. |

| Other | |
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| 21 | Safeguard and protect children, young people and vulnerable adults in accordance with PACT's policies and procedures at all times. |
| 22 | Take on additional tasks related to this role as assigned by your manager. |
| 23 | Take responsibility for, and be committed to, personal and professional development and keep up to date with law, regulation, guidance, standards, government policy and research relating to all aspects of the work. |
| 24 | Demonstrate and uphold a commitment to promoting equality, diversity and inclusion in the workplace and throughout service delivery. |

Person specification

| Essential competencies | |
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| <input type="radio"/> | Delivers excellent customer service and works collaboratively with other colleagues with a positive can-do attitude. |
| <input type="radio"/> | Great interpersonal skills - can communicate effectively and sensitively, at times when people may be in distress. |
| <input type="radio"/> | Fluent in written and spoken English. |
| <input type="radio"/> | Highly organised, with good time management and can manage multiple tasks. |
| <input type="radio"/> | Can adapt as needed and remain calm under pressure. |
| <input type="radio"/> | Commitment to and enthusiasm for the aims of the organisation and uses this to represent PACT positively and proactively. |
| <input type="radio"/> | Proficient in use of Microsoft Office: Outlook, Word, Excel, database systems and virtual tools: Teams and Zoom. |
| <input type="radio"/> | Physically able to perform duties such as moving equipment or furniture, setting up spaces and conducting regular building inspections. <i>(Reasonable adjustments will be considered where necessary)</i> |

| Desirable competencies | |
|------------------------|---|
| <input type="radio"/> | Experience of working in a customer facing role. |
| <input type="radio"/> | General understanding of health and safety in the workplace. |
| <input type="radio"/> | Can adopt a commonsense approach to minor repairs ie water leaks. |
| <input type="radio"/> | Basic DIY skills. |

Additional information

All opportunities are based in the UK, and you must be eligible to live and work in the UK.

This is a part-time post working 22.5 hours per week, 4.5 hours each day. The appointment is for a fixed term period of 12 months.

Ideally, the hours will be worked 8:15am to 12:45pm, Monday to Friday so that the postholder is able to open up the office each day.

The role is based in our Reading office.

Safeguarding Commitment

Safeguarding is at the heart of everything we do at PACT. We have robust measures and best practices in place to safeguard and protect the welfare of children, young people and vulnerable adults and we take pride in maintaining outstanding safeguarding standards.

We expect all employees, both current and prospective, to uphold and share this commitment and we value everyone's engagement and co-operation with our safeguarding processes to ensure that these are completed without delay.

Anyone joining our team is subject to PACT's safer recruitment pre-appointment enquiries. These enquiries include providing documentation to evidence the right to work in the UK, a Disclosure Barring Service (DBS) check, overseas police check (if applicable), references covering at least 5 years, a complete previous education and employment history timeline and the completion of mandatory safeguarding training.

The DBS check level required for this post is Standard.

Diversity Commitment

PACT is a supportive and respectful place where people are passionate about making a positive difference to the lives of women, children, and families from many different backgrounds. We continuously look to progress the ways in which we create families and bring people together and encourage applications from people across all communities. We are committed to ensuring that our people and our services reflect the diversity of the communities we serve and applications from people from under-represented groups are particularly welcomed.

Learning and Development Commitment

PACT is committed to helping people to achieve their potential and flourish and, in doing so, enabling them to make a positive difference to the lives of the people we support. We recognise the importance of having the necessary knowledge, skills and qualities within PACT to enable us to meet our current and future business needs. Development needs might be at an individual, team or organisational level. All employees have equal access to learning and development opportunities, reflective of our commitment to equality, diversity and inclusion.