

February 2010

Dear Applicant

Thank you for applying to our recent advertisement for the following vacancy:

Vacancy: Receptionist/Administrator

Location: Moores House, Shelmerdine Gardens,
Cholmondeley Road, Salford M6 8PF

Hours of work: 9.00 am – 5.00 pm Monday to Friday.

Salary £16,353

I enclose a recruitment pack which includes a job application form, Diversity and Equality Monitoring Form, Job Description, Person Specification and the recruitment policy on ex-offenders. Further details about Retail Trust can be found on our website: www.retailtrust.org.uk. Please note that we use the same application form for all posts at Retail Trust so please remember to state clearly on the top of the form the post you are applying for.

Please send your completed application form to The Manager, Retail Trust, Moores' House, Shelmerdine Gardens, Cholmondeley Road, Salford M6 8PF to arrive by Thursday 11 March 2010.

If you do not hear from me within four weeks of the closing date, please assume that on this occasion your application was unsuccessful.

I look forward to receiving your completed application form and would like to thank you for your interest in working at Retail Trust.

Yours faithfully

Deborah Knight
Extra Care Housing Manager

JOB DESCRIPTION

Job title : Receptionist/Admin Assistant
Department : Moores House, Salford
Responsible to : Extra Care Housing Manager

Main Purpose of the post

To work as part of the Moores House team ensuring that the highest standards are maintained for the beneficiaries of Retail Trust and that the charity meets the requirements and spirit of the Residents' Charter.

To provide a support role to the Extra Care Housing Manager and when required other Estate staff

To work as part of the Estate team providing specific reception and administrative functions

Main Duties

A. General Duties

1. Working as a team, assisting residents on the Estate with a variety of matters.
2. Undertaking reception duties as required. The postholder will be expected to:
 - (a) take all in-coming telephone calls to the Estate, assisting the caller where possible, or transferring the call when necessary.
 - (b) take messages when necessary and ensuring that the message is passed on as soon as possible
 - (c) provide a first point of contact for visitors
 - (d) issue identity cards when necessary and recording arrival and departure times
 - (e) ensure that visitors complete the visitors' book
 - (f) other activities as directed
3. Administering bookings for Estate accommodation.
4. Liaising with other staff regarding matters of finance and accounts for the Estate.
5. Typing correspondence, reports, minutes and other documents relating to the Estate.
6. Liaising with other Retail Trust departments regarding the needs of residents.
7. Liaising with Health, Social Services and other agencies in the delivery of Extra Care Housing
8. Promoting good communication between the residents and the management team.
9. Maintaining accurate computerised and paper records as appropriate; keeping residents' records up to date on data base.

10. Organising and distributing stocks of stationery and other necessary supplies.
11. Encouraging the application of Equal Opportunities in all areas

Health and Safety

1. Being aware of and complying with safe working practices as instructed and in accordance with Retail Trust's policies and procedures; attending training as required.
2. Contributing to the maintenance of a safe environment for residents and staff by immediately reporting any unsafe practice or situation to the appropriate Manager.
3. Reporting any defective equipment to the appropriate Manager.
4. Reporting accidents to staff, residents and visitors to the appropriate Manager and recording or checking the record in the Accident Record Book.
5. Acting calmly and responsibly in an emergency and responding to instructions.

C General :

1. Complying with Retail Trust's Policies and Procedures.
2. Ensuring that the requirements and spirit of the Residents' Charter are met at all times.
3. Contributing to the development of Retail Trust's philosophy.
4. Participating in staff meetings to improve communication within the charity.
5. Promoting positive working relationships between all Departments, working in a collaborative and co-operative manner to ensure that the highest service standards are maintained.
6. Attending staff meetings, training and development and staff supervision meetings.

This is not an exhaustive list of tasks and the postholder may be asked to undertake any other reasonable duties in connection with their post.

Job Descriptions are reviewed frequently and may be amended at any time in accordance with the needs of Retail Trust.

The postholder must at all times carry out responsibilities and duties with due regard to Retail Trust's Policies and Procedures

Person Specification

Receptionist/Administration Assistant

Below are the requirements needed to undertake this post which will form a key part in the recruitment process.

EDUCATION

Educated to GCSE standard or equivalent.

EXPERIENCE

Relevant experience gained from working in a similar role
Must be a computer user, familiar with Microsoft Word, Excel, database

KNOWLEDGE/SKILLS

PC keyboard and user skills
Effective communication skills (written and oral) and the ability to communicate with a wide range of people in person and by telephone
Ability to set up and maintain efficient computer and manual administrative systems
Ability to work to a high degree of accuracy with attention to detail
Ability to follow verbal and written instructions and undertake a variety of tasks
Must be numerate
Ability to prioritise work and work to deadlines
Basic Health and Safety and Fire Precaution procedures

DISPOSITION

Ability to work independently and as part of a team
Ability to work without supervision
Caring and professional
Honest and reliable
Sound judgement and common sense
Ability to react calmly in a crisis
Flexibility in hours and work practices and willingness to undertake a variety of tasks
Sensitivity to the needs and concerns of vulnerable adult client groups
Willingness to undertake training (Health and Safety, vocational and developmental)
A commitment to Equality and Diversity

OTHER

Acceptable CRB check and references
Application of strict confidentiality