

# **Reception / Admin Supervisor**

## **Role Description**

### **Key Responsibilities**

Reporting to the Operations Manager the Reception/Admin Supervisor's role is to provide a warm welcome to all donators at the Horsham Matters warehouse and to provide admin support for the charity. The Supervisor will also provide guidance and support for the reception volunteers on a day to day basis.

### **Core Duties**

- Meeting and greet all visitors to the building
- Portraying a professional, cheerful and helpful image at all times
- Informing donators what goods are acceptable as donations and dealing politely with those who bring goods that are not
- Encouraging donators to register for Gift Aid
- Administering the Gift Aid system – accurately recording donator information
- Taking incoming calls to the charity and to answer the telephone in a timely, friendly and professional manner
- Compiling and sending out correspondence
- Opening and distributing post on a daily basis and ensure outgoing post is dealt with daily
- To provide information to donators on charity activities and services
- To send out information as requested
- To keep abreast of changes and developments in the provision of services
- To support and train all reception volunteers and ensure that workloads are distributed evenly.
- To ensure consistent cover is maintained on the reception desk
- To help maintain the accurate entry of information on to the finance systems
- To undertake and delegate effectively all other administrative tasks given by the Operations Manager

### **Additional Duties**

- Ensuring that security procedures are understood and implemented by all staff
- Maintaining Health & Safety records and ensuring that health and safety procedures are understood and implemented by all staff
- Dealing with suppliers and various insurances
- Being vigilant to help minimise stock loss

## Person Specification

### Experience

- Performing reception / administration duties
- Working with volunteers
- Dealing with the public in a service environment

### Skills

- Communicating effectively
- Excellent telephone manner
- Planning and organising, thinking ahead
- Interacting in a friendly and effective manner with colleagues and customers
- Working under own initiative, but acting as a team player
- Creating a welcoming environment for staff, volunteers and customers

### Knowledge

- Knowledge of the charity sector
- Knowledge of best practice in managing volunteers
- Proficiency with Microsoft Outlook, Word and Excel
- Finance / accounting systems

### Personal

- Able to support the aims and objectives of Horsham Matters
- A smart, professional appearance
- Empathy with those who are struggling
- Enjoy working with other people and support diversity and equality of opportunity
- Enthusiasm and willingness to be flexible in achieving targets and outcomes
- A genuine interest in the voluntary sector
- Able to work under pressure and to tight deadlines
- A willingness to persevere in difficult situations