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## **JOB DESCRIPTION**

**Job Title:** Reception/Support Assistant

**Responsible to:** Housing & Support Scheme Manager

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### **Job Purpose**

The post holder is an integral part of the housing and support management team and will be responsible for supporting the running of the reception as well as collecting and administrating rent and service charge payments from tenants. You will be acting as the first point of contact for visitors and callers and assist to undertake a range of administrative tasks as identified by the Housing & Support Scheme Manager.

Working as part of a team, to provide centralised administration, data input, information and related housing and support services within the scheme. You may also be required to provide clerical support to other staff as appropriate.

### **Key Tasks and Responsibilities**

#### Telephone System

1. To answer the mainline telephone and respond to phone enquiries, ensuring a polite and efficient service; to receive and transfer telephone calls, announce callers, take brief messages and pass these on via the e-mail system or connecting callers to staff members.
2. To ensure all voicemail messages for the main office number are listened to and directed to staff members.

#### Reception

3. To be the first point of contact with our tenants, dealing with their enquiries, collecting weekly rent and service charge payments, and issuing individual rent account statements on a monthly basis.
4. To manage reception by welcoming all visitors and trainees onto our site, ensuring they sign in the visitor's book and informing the relevant member of staff of their arrival.
5. To assist with providing a professional reception service to clients and visitors, including the security of visitors to the scheme.
6. To accept and record incoming telephone enquiries, taking client details sensitively, discreetly and accurately.
7. To keep a record of staff and visitors signing in and out of the scheme.
8. In the event of a fire or any other emergency requiring staff to leave the building, to be responsible for ensuring that the visitors book and staff movement sheets are removed from Reception and taken to the outside meeting point.

9. To check and sign for deliveries, before informing the relevant member of staff or resident of its arrival.
10. To monitor and ensure that the reception area is kept tidy and projects a business-like image at all times.
11. To control and issue relevant access cards, activity equipment and other items.

#### Administration

12. To provide administrative support to the housing and support team, duties to include but not limited to completing assessments, managing referrals and the housing waiting list.
13. To complete key work sessions in the absence of the Engagement Officer, including dealing with Housing Benefit / Council Tax queries and needs identified in support plans.
14. To support the Senior Engagement Officer/ Engagement Officers / Income & Estate Officer in producing letters as instructed or complete forms to ensure rent payments are made through Housing Benefit.
15. To assist the Housing & Support Scheme Manager / Senior Engagement Officer / Engagement Officers / Income & Estate Officer to ensure the good housekeeping of housing and support tenancy records.
16. To maintain the general filing system and file all correspondence ensuring records / files are current, accurate, stored and deleted as appropriate in line with YMCA Birmingham policy & procedures.
17. To work with the Income & Estate Officer / Engagement Officers to manage current rent accounts, Housing Benefit overpayments and other housing related charges, taking appropriate action to prevent and recover arrears in accordance with YMCA Birmingham's policies and procedures.
18. To undertake basic office management such as filing, sorting incoming and outgoing post.
19. To assist with the monitoring, control and re-order of stationery for the site. To order new uniform for colleagues or replacement items as directed by your line manager.
20. To assist the Senior Engagement Officer to monitor the Supporting People contract by assisting with the monitoring and recording of hours for colleagues, apprentices and volunteers.
21. To issue, record and monitor YMCA Birmingham vehicle keys, mileage and booking for use.
22. To monitor the reception diary and handover items as appropriate.
23. To process and deliver internal and external mail daily, ensuring post is date stamped and recorded.

24. To assist with photocopying and distribution of information as and when required.
25. To balance and handle petty cash and process all incoming invoices in accordance with the Associations financial controls.
26. To cash up at the beginning and end of each shift to enable the nominated person to bank all income received.
27. To enter and update client data onto the computer systems.

Other

28. To undertake any training identified as deemed appropriate to your level / position.
29. To support staff to deal with any issues that may arise during the course of a shift.
30. To act in the interests of your own safety and the safety of others at all times.
31. To attend staff meetings and other meetings as may be required from time to time.
32. To contribute in other way to the effective functioning of YMCA Birmingham as required.
33. To contribute to team-wide communications and participate in organisation-wide events and discussion on related topics/projects.
34. To undertake any other reasonable duties commensurate with the post as identified by your line manager.

## **General Obligations**

1. To promote a caring, helpful and unbiased attitude towards all residents and other members of the general public and to maintain an impeccable standard of honesty and professionalism in all such dealings.
2. To adhere to the YMCA's Health & Safety, Equal Opportunities and other policies and to contribute as required.
3. To promote the activities of the YMCA in a positive and conducive way to all staff, residents, other organisations and the general public.
4. To develop good working relationships within the YMCA, across all departments and centres.
5. To support and work within the Christian aims and purposes of the YMCA.
6. To ensure full compliance across Children's Services and Adult Services with the associations safeguarding standards. Ensuring that all Nurseries and Housing Services operate within the procedures for the relevant Local Safeguarding Board and the associations own policies and procedures.

YMCA enables people to develop their full potential in mind, body and spirit. Inspired by, and faithful to, our Christian values, we create supportive, inclusive and energising communities, where young people can truly belong, contribute and thrive.

PERSON SPECIFICATION – Reception/Support Assistant

	<b>JOB CRITERIA</b>	<b>Essential</b>	<b>Desirable</b>
	<b>Skills</b>		
	Excellent administration skills.	✓	
	Excellent numeracy skills; able to understand and manage finance procedures	✓	
	Excellent verbal and written communication skills.	✓	
	The ability to take accurate messages and disseminate information appropriately.	✓	
	The ability to be patient and empathise with vulnerable people.	✓	
	The ability to provide support to tenants in an appropriate manner when necessary, using a range of skills e.g active listening etc.	✓	
	The ability to be discreet, diplomatic, approachable and flexible.	✓	
	High quality customer service skills.	✓	
	Excellent interpersonal skills.	✓	
	The ability to work on your own initiative and take responsibility where necessary and to work effectively as part of the team.	✓	
	An outgoing and friendly approach, able to communicate well and engage a wide range of people, particularly young people, visitors and staff.	✓	
	To have a methodical, accurate, positive and solution orientated approach to work.	✓	
	The ability to extract and interrogate data.	✓	
	The ability to multi-task and work to a high standard under pressure.	✓	
	<b>Knowledge</b>		
	Familiarity with the use of office equipment i.e fax, photocopiers etc.	✓	
	PC literate, familiar with Microsoft packages such as Word, Excel and Outlook or similar packages.	✓	
	A thorough understanding of effective record keeping.	✓	
	An understanding of equality and diversity issues.	✓	
	Knowledge of cash handling procedures.	✓	
	Knowledge of welfare benefits, particularly Housing Benefit.		✓
	A working knowledge of the issues faced by disadvantaged or vulnerable people.		✓
	<b>Experience</b>		
	Experience of filing and using administrative systems.		✓
	Experience of providing administrative support to a team.	✓	
	Experience of using Microsoft or similar packages to prepare letters and reports.	✓	

	Experience of working with confidential information.	✓	
	Experience of working within an office environment, front of house or customer service work.	✓	
	Experience of working as part of a team with minimal supervision.	✓	
	Experience of working on reception, covering all aspects of the reception function.	✓	
	Experience of using a proactive approach to chasing debt, willing to use a variety of methods but particularly face to face to achieve this.		✓
	Experience of working with young people, preferably in housing, social services, residential care or special needs or challenging behaviour.		✓
	Experience of cash handling; of collecting payments and managing cash.	✓	
	<b>Qualifications</b>		
	Educated to GCSE level or equivalent, or equivalent experience.	✓	
	NVQ in Business Administration.		✓
	A valid First Aid at Work qualification, or willingness to work towards one.		✓
	Full UK /EU driving license or able to demonstrate the ability to travel to other sites.		✓
	<b>Other</b>		
	Be able to work shifts according to the office rota.	✓	
	Sympathetic to the Christian aims and purpose of YMCA Birmingham.	✓	