JOB DESCRIPTION

Job Title:	Front of House Administrator
Group:	Job, Enterprise & Training Service
Responsible To:	Head of Services
Responsible For:	Reception and Administration
Location:	Unit 2 Candy Wharf, 22-32 Copperfield Road, E3 4RL
Hours of Work:	Monday to Friday 8.30am to 5pm (37.5 hour week)
Salary	£19.500 - £20,500 p / a
Contract Length	One year fixed contract

Background: The Tower Project is a registered charity that provides a range of support services for children, young people and adults with learning disabilities and autism who live in Tower Hamlets and neighbouring London Boroughs.

The Tower Project's Job, Enterprise and Training Service (JET) is a national award-winning provider of supported employment and training services for young people and adults with learning disabilities and or autism.

The JET Services operates from a modern canal side office situated in Candy Wharf which is next to Mile End Park and close to Central Line and DLR stations.

Main Purpose of Job:

The Tower Project JET service is looking for a Front of House Administrator who will operate the reception area and main switchboard in addition to providing general administration and facilities support to the service.

The post holder will be the first point contact for the JET Service including meeting and greeting visitors, answering and fielding telephone calls and responding to email messages and social media queries.

Main Duties and Responsibilities

1. Opening and closing the office in the morning and evening including setting the alarm system
2. Checking the cleanliness of the office interior each morning and reporting any issues of cleanliness or maintenance to the Facilities Manager

3. Greeting and welcoming visitors at the reception area and ensure that all visitors, clients and staff are signed in and out of the building and the reception area (and kitchen) are kept clean and tidy for visitors throughout the day.
4. Operating the main switchboard including receiving and transferring telephone calls, announcing callers, taking messages and handling general queries from the public.
5. Provide general administrative support to the Head of Service and the Service Managers within the JET Office.
6. Update JET's in-house database systems and organise, scan and store paperwork both electronically and in filing cabinets.
7. Update administration systems including, internal timetables, contacts, calendars, sickness absence and annual leave requests.
8. Administer office post and check and sign for office deliveries.
9. Undertake minute taking of team meetings, supervisions and appraisals.
10. Order office stationary / supplies, placing orders and cross-checking deliveries to orders on arrival.
11. Support the management of the office petty cash system, storing receipts and producing weekly reports
12. Support quality assurance monitoring by obtaining feedback from students
13. Complete Fire Marshall Training and undertake regular tests of the offices fire alarm and emergency lighting systems
14. Maintain excellent relationships with internal and external stakeholders including clients, staff, employers, training providers and funding bodies.
15. Follow the organisation's practice guidelines, systems and requirements as set out in the staff handbook and other policies, procedure, quality documents and statements including Tower Project's Confidentiality, Safeguarding and Health and Safety policies.
16. Identify training needs, and attend both in-house and external training, as directed.
17. Carry out any other reasonable duties requested by the Head of Services or other Managers within the JET Office that support the operation of our services.

PERSON SPECIFICATION

The knowledge, skills and attitudes required for satisfactory performance are as follows:

	ESSENTIAL / DESIRABLE	MEASURED BY
Qualifications		
GCSE Grade A-C in English and Maths	E	Interview
Skills/competence requirements		
Ability to work independently and prioritise own workload	E	Interview
Excellent verbal and written communication skills and an ability to represent the organisation well	E	Interview
Excellent time management	E	Interview
Effective organisational ability	E	Interview
Attention to detail and reliability	E	Interview
Must be able to confidently use Microsoft packages, particularly Word and Excel	E	Interview
Professional and mature approach, confident and motivated	E	Interview
Experience		
Previous administration experience	D	Application Form and Interview
Previous experience using Databases	D	Application Form and Interview