

JOB DESCRIPTION

Receptionist

The Donaldson Trust is on a journey to excellence with the purpose of promoting and encouraging neurodivergent people to realise their potential. Our people are instrumental in helping us reach our ambition of becoming the national body for neurodiversity.

Job Purpose

- To be responsible for providing a pleasant and professional welcome to all staff, individuals we support, board members, parents/carers and visitors to the organisation and to provide support as part of services support team to the organisation as directed by the Services Co-ordinator.
- To work flexibly and efficiently in order to meet operational requirements.

Key Responsibilities

- To be the first point of contact of visitors to The Donaldson Trust; including signing visitors into the building, explaining emergency procedures and issuing appropriate visitors badges.
- Manage sign in and out processes for visitors and staff to the building
- Support with the completion of contractor paperwork in collaboration with the facilities team
- Welcoming new staff to The Donaldson Trust including involvement in preparing for their induction.
- Manage the Trust's main phone line including screening calls
- Manage the Trust's generic mailbox, including screening e-mails
- Delivery of messages either via telephone, teams or e-mail as appropriate, in a timely and accurate manner
- Issue temporary swipe cards when required on their arrival and collect on departure and carry out weekly audits of swipe cards; report any inaccuracies to the facilities manager.
- Issue keys and carry out weekly audits of keys, report any inaccuracies to the facilities manager.
- Responsibility for the upkeep of the reception area
- Cover colleague annual leave where appropriate
- Manage room bookings via outlook calendar
- Support with bookings of external lets & events
- Support with organising refreshments for meetings and events where required
- Support with setting up refreshments for meetings/ training when requested
- Manage vehicle bookings via outlook calendar
- Issue vehicle keys and maintaining vehicle packs, carry out weekly audits and report inaccuracies to facilities manager
- Responsibility for incoming mail / packages
- Daily checks of the Donaldson Trust's Defibrillator

Additional Responsibilities

- Within organisational policies and delegated authority be responsible for:
- Promoting and upholding The Donaldson Trust's principles, ethos and values
 - Being aware of and complying with the Trust's Policies and procedures including but not limited to, Child Protection, Adult Protection, Facilities, Data Protection,

Health & Safety, ICT, HR and L&D, Equality & Diversity, Financial

- Supporting continuous improvement and modernisation of processes
- Attending First Aid training as a designated First Aider for the Trust
- Attending Fire Warden Training as a designated Fire Warden for the Trust
- Maintaining own Continuous Professional Development
- Carrying out any other duty as reasonably directed by the Services Coordinator

Behaviours

- To be a role model for colleagues and stakeholders, showing energy, determination, flexibility and positive personal leadership that will support our aims of being relevant, vibrant, agile and sustainable.
- To adopt a flexible personal leadership style with the ability to challenge as appropriate and the ability to give, receive and act on constructive feedback
- To take personal responsibility for achieving high performance in your role, by being open to learning new skills, receptive to coaching and mentoring, embracing opportunities for innovation and growth and focussing on solutions
- To continuously monitor your area of responsibility and identify areas for improvement and organisational learning

The Values The Donaldson Trust live by

- **Individual capability**
Everyone has their individual capabilities; we find them. Help people reach their own potential. We loosen the confines, remove the barriers. We believe in every single person. Treating people as individuals shows we are flexible in our approach
- **Creativity**
We are curious, forward-thinking, always looking for a better way. One day, we will be truly pioneering.
- **Human dignity**
We have integrity. We treat everyone with respect. We listen.
- **Compassion**
We understand. We have empathy. We are kind and caring.
- **Openness and honesty**
By being open and honest we earn trust; from that, we build rewarding relationships

PERSONAL SPECIFICATION

Qualifications	D/E
First Aid	D
Sign Language	D
NVQ/SVQ Business Administration/Customer Service	D
Skills/Abilities	D/E
Able to produce concise and effective verbal and written communication	E
Strong customer service skills	
Ability to adapt communication style to suit the needs of the situation	E
Excellent organisation and planning skills, with strong attention to detail	E
Flexible, adaptable and able to multi task	E
A pro-active approach to work with a willingness to assist others and ask for help if required	E
A team player, who supports the Trust's values in daily activities	E
Able to form good working relationships with colleagues, suppliers, customers and visitors	E
Good telephone manner and good literacy, numeracy and IT skills	E
Able to manage own workload and conflicting priorities	E
Understands confidentiality within the working environment	E
Understanding of neurodiversity and different communication styles	E
Experience	
Experience in the use of Microsoft packages	E
Experience in the use of telephone systems/switchboard	D
Experience in the use of various company systems	E
Experience in working front of house	E
Previous reception or administration experience	D
Behaviours	
Polite and courteous	E
A calm and empathetic approach	E
Values which align with the Trust's aims and ethos	E