**Job Description**

Job Title: **Receptionist / Administrator**

Reporting to: Reception Manager

Purpose: To provide a friendly, efficient, professional and effective Reception service to all internal and external customers to Achieve Training and support the recruitment team.

**Duties and Responsibilities**

* To provide a first-class reception service on behalf of Achieve Training by being polite and approachable.
* To meet and greet visitors to the company and to deal with them in a professional and courteous manner.
* To take and direct telephone calls using the company’s telephony system.
* To action web chat enquiries on-line enquiries / vacancy application forms, filtering, organising interviews and referring candidates to appropriate programmes.
* Use of a bespoke management system – updating, creating and amending applicant records.
* Contact early leavers and update their details on the management system.
* To complete appropriate administrative tasks, such as meeting room and minibus bookings
* To ensure the Reception area is clean and tidy at all times.
* To ensure adequate stocks of materials such as stationery and office sundries.
* To ensure a record of all visitors is maintained through the appropriate signing-in and out process
* To safeguard keys, certificates, and confidential documents
* To work at our other centre in Newcastle under Lyme when required
* To liaise with other teams as appropriate.
* To provide support to the recruitment team including:
* Interviewing applicants, face to face and remotely
* Completion of enrolment process with successful candidates
* Assist with open events out of hours.

**General Obligations – All employees**

* To take responsibility for own personal development and update knowledge and skills, with support from Aspire, to perform the role at an effective level. To undertake such training as is deemed necessary to improve personal performance and knowledge.
* To implement positively and ensure compliance with, Aspire’s policies, procedures, codes of practice and initiatives relating to Equality and Diversity, Customer Service, Risk Management, Health and Safety, Data protection and Information Technology, Financial Regulations, Standing Orders and the Code of Conduct and Probity Policy.
* To take responsibility for own wellbeing and safeguarding in the duties to be carried out for this post.
* To provide the highest quality services incorporating best standards and practice, promoting Aspire to its tenants, clients and customers.
* Taking ownership and responsibility to respond to complaints positively and professionally *(as appropriate to role).*
* To ensure that maximum use is made of information technology systems and associated equipment in the provision of efficient and effective services.
* To perform any other duties not specifically identified in the job description but which are in line with the general responsibilities of the post.

**This Job Description forms part of the contract of employment of the person appointed to this post. It reflects the position at the present time only, and may be changed at management’s absolute discretion in the future.**

**As a general term of employment, Aspire may effect any necessary change in job content, or may require the post holder to undertake other duties, at any location within Aspire.**