

## **Job Description**

<b>Job Title:</b>	Receptionist
<b>Department / Location:</b>	Head Office Scotland
<b>Place of work:</b>	Edinburgh – Granton Square
<b>Reports to:</b>	Office Manager
<b>Purpose of job:</b>	To support the smooth running of Head Office Scotland by providing a professional reception service

### **Principal contacts**

Internal:	Head Office teams - Scotland & Liverpool. Autism Initiative's staff and Management Team
External:	Relevant commercial agencies and a wide range of professional staff.

### **Main duties and responsibilities:**

- Lead in the provision of a friendly and professional reception service at Head Office Scotland.
- Provide information and guidance as required by visitors, callers and staff.
- Manage and maintain the Head Office email account.
- Set up new user email accounts, request safe IDs and process orders for staff mobiles and laptops
- Maintain our room booking system, assist with the setup for meetings and training and liaise with L&D in relation to staff attendance at training.
- Produce and maintain staff ID cards.
- Manage and forward Service User Alert Card processes.
- Assist in ensuring a safe working environment for all visitors and staff.
- Assist with all general administrative duties including Microsoft Office tasks, franking the mail, photocopying etc
- Maintain records of purchase and control of items of stock, furniture and fittings.

- Act as point of contact for fire, security and safety procedures within Head Office.
- Assist with the organisation of any maintenance required within Head Office.
- Provide support to individuals undertaking occupational placements; voluntary roles or paid employment with Head Office.
- Follow the communication systems that are in place to meet the needs of the organisation.
- Maintain confidentiality at all times.

**As an employee of Autism Initiatives UK the post holder will also be expected to:**

- ❖ Contribute to the maintenance of a safe and healthy working environment.
- ❖ Successfully complete induction training and probationary targets.
- ❖ Contribute to the protection of individuals from abuse (sexual, emotional, physical, and financial).
- ❖ Positively promote professional and communicative relationships within the organisation, with colleagues, with other professionals and agencies, with families and the wider community.
- ❖ Positively promote the organisation, its services and the needs of people with autism in general.
- ❖ Fully participate in systems which ensure full attention to confidentiality, equal opportunity and anti-discriminatory practice.
- ❖ Seek to maintain and develop their own understanding of autism, its implications and appropriate interventions.
- ❖ Seek to develop own skills and undertake training as required by post.
- ❖ Promote professional standards of service delivery in accordance with policies and procedures.
- ❖ Ensure that all administrative functions appropriate to the post are carried out in accordance with stated policy and procedure and that appropriate records are maintained.
- ❖ Work with and contribute to the appropriate support of volunteers.
- ❖ Mentoring, guidance and support other staff with similar responsibilities.

These key tasks are not intended to be exhaustive but highlight a number of the major tasks and responsibilities of the post.

It is the nature of the work of the post that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are therefore expected to work in a flexible way when the occasion arises that tasks which are not specifically covered in their job description, have to be undertaken.

These additional duties will normally be to cover unforeseen circumstances or changes in work and they will normally be compatible with the regular type of work. If the additional responsibility or task becomes a regular or frequent aspect of the job, it will be included in the job description in consultation with that postholder.

The job description may also be reviewed in light of changing service needs or developments in consultation with the postholder.

The post holder will also be expected to work flexible hours including working some evening work when required.

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# Person Specification

Job title: **Receptionist**  
Department: Head Office Scotland

## **Qualification:**

### Desirable

1. SVQ 2 in Business Administration or equivalent

## **Knowledge:**

### Essential

1. Use of Microsoft Office packages including Word, Outlook, Excel and Publisher

### Desirable

1. Knowledge from working in a busy reception post
2. Knowledge of implementing effective office systems
3. Knowledge of health and safety procedures
4. Working knowledge of Autism Spectrum Conditions

## **Skills/abilities:**

### Essential

1. The ability to adapt your communication style
2. The ability to use your own initiative to organise and prioritise your own workload accordingly
3. To be flexible and proactive in problem solving situations
4. To work in a multi professional environment with a range of agencies
5. Ability to present information in a highly professional and accessible manner