



**Post Title:** Administration Assistant & Receptionist  
**Responsible to:** Office Manager  
**Responsible for:** N/A  
**Location:** WOW Women's Centre, Unit 4B, Haig Enterprise Park, Whitehaven  
**Hours:** 25 hours a week  
**Salary:** **£9.50 per hour**  
**Term:** 12-month contract

## 1. MAIN PURPOSE

Women out West (WOW) Women's Centre in Whitehaven covers the boroughs of Copeland and Allerdale, to provide a safe place for all women who need help, advice, or support to achieve their potential.

The holder of this post will cover the secure reception at the Centre, controlling access and ensuring the safety of the service users within the building. They will be the first member of staff to meet and greet women using the centre and we therefore require someone with excellent people skills and the ability to put people at their ease.

The holder will also provide administrative support as required to the Office Manager, who will have overall responsibility for the running of the centre.

## 2. POSITION IN ORGANISATION

**Responsible to:** Office Manager

**Employees responsible for:** None

### **Context:**

The post holder will play a key role in the Centre, as the first-person visitors and service users will encounter when they visit the centre or make telephone contact. They will be responsible for allowing access to the building through the secure entrance and ensuring that all visitors to the centre are signed in. They will support the Office Manager and will therefore need to be flexible with regards to the duties they are asked to do, commensurate with the role.

### **3. EMPLOYMENT BASE**

Women's Centre, Unit B4, Haig Enterprise Park, Kells, Whitehaven

### **4. BUDGET/FINANCIAL RESPONSIBILITIES**

None

### **5. SUMMARY OF MAIN DUTIES AND RESPONSIBILITIES**

1. To provide reception cover during the Centre opening hours, controlling access to the building in line with WOW policies.
2. To assist the Office Manager with ensuring the physical safety of the service users, staff, and volunteers within the Centre by managing access and monitoring security systems
3. To maintain our case management system in line with GDPR
4. To deal with telephone and email enquiries to the Centre and signpost accordingly
5. To handle and distribute incoming and outgoing post as appropriate.
6. To provide administrative support to the Office Manager, for example: taking minutes at meetings, typing up reports, arranging events, arranging for repairs.
7. Setting up meeting rooms for training events/external meetings
8. Maintaining supplies of stationary, refreshments, office supplies
9. Representing the Women's Centre in a professional and accessible manner
10. Any other duties required commensurate with the post

### **6. CONTACTS**

Internal – staff members, volunteers,

External – Service users, partner agencies and media, members of the public

### **7. SPECIAL FEATURES**

*It is an occupational requirement that this post is only available to females, as permitted by para.1 sch. 9 of the Equality Act 2010.*

*This role will be subject to a DBS check, but we are open to those with criminal convictions applying.*

## 8. PERSON SPECIFICATION

Criteria	Essential**	Desirable
<b>Education and Qualifications</b>	GCSE level pass grade, or equivalent, in English.	Qualification in IT related skills such as Microsoft Work/Excel  Qualification in business administration or other post appropriate area
<b>Knowledge and experience</b>	Experience of working on the reception of a busy organisation.  Previous experience in an administrative role	Experience of dealing with people from a range of backgrounds.
<b>Job related skills</b>	Excellent communication and organisational skills  Proficient administrative and Microsoft Office Skills  Ability to remain calm under pressure.  A commitment to and knowledge of the organisation and its work  Ability to work under own initiative.  The ability to make people feel at ease.	Experience of Community engagement  Resilience to cope with challenging behaviour and circumstances  Flexible approach to tasks

\*\* the requirements stated as essential should form the basis for the shortlisting exercise.