

Job Title	Receptionist
Grade:	Grade 4 (£27,068 - £30,610)
Accountability:	Housing Officer/ Head of Housing and Communities

1. JOB PURPOSE

Reidvale Housing Association is an integral part of the Reidvale Community and as the first point of contact for our customers, you will be required to provide a welcoming and professional reception. The post-holder will also undertake general administration tasks in the reception area to support the Association's Services.

Role and responsibilities are carried out whilst upholding the values of the Association as these guide our behaviours, decisions and actions, these are:

- **Be Honest** and open in our approach, decisions and communications
- **Be Accountable** to our tenants, community and each other
- **Be Respectful** and considerate in how we treat each other
- **Be Supportive** and willing to go the extra mile

2. KEY TASKS AND RESPONSIBILITIES

2.1 To provide excellent service to customers of Reidvale Housing

- Greet customers at reception or by telephone.
- Ensure the reception area and desk are kept in a presentable manner for customers, updating notice boards and publications within the reception area.
- Provide information, advice and assistance with routine general enquiries to customers.
- Answer telephone calls promptly via the Association's switchboard and refer them to the appropriate staff member or team.
- Ensure provision of good quality information is provided to customers through all forms of communication i.e. in person, by telephone, e-mail, text message and other forms of social media.
- Manage bookings for the Welfare Service through the appointment booking system.

- Monitor visitor access ensuring relevant registers and maintain security awareness.
- Record complaints on the HomeMaster Complaints Module to enable responsive and positive outcomes for our customers.

2.2 Deliver administration support the Association

- Provide applications for housing to prospective applicants and record personal details.
- Prepare and/or issue general model letters for tenant related matters e.g. estate management issues.
- Undertake general admin tasks as directed by the Head of Housing and Communities.
- Assist in customer satisfaction surveys for the Association's work and activities.
- Responsible for stationary management and ensuring the stationary area is stocked and tidy.
- Process cheques and cash payments in relation to the Association's services, as required i.e. rent, rechargeable repairs deposits, factoring, general services.
- Assist the Finance Officer with general admin tasks associated with the Finance service i.e. recording invoices.
- Support Health & Safety with admin duties associated with implementation of the Health & Safety Control Manual.
- Handle small amounts of cash at the counter and issue receipts before transferring cash collected to the Finance Officer.

2.3 Responsible for general clerical and administrative duties

- Assist as required with the preparation and distribution of agendas, reports, minutes and other papers as required.
- Co-ordination of income and external mail including recording timeously,
- Ensure the confidentiality of all material which you come into contact with in the course your employment.
- Assist with any hospitality offered to visitors to the Association's Offices
- Contribute to reviews of policies and procedures

3. OTHER DUTIES

3.1 Uphold and deliver the Association's values.

- 3.2 Be committed to your own professional and personal development to meet the needs of the role and the Association
- 3.3 Ensure the work of the Housing Services conforms to Health & Safety requirements and good practice.
- 3.4 Uphold the Association's Equal Opportunity Policy and codes of practice.
- 3.5 Attend meetings at evenings or weekends, as required in relation to your role and the Association's work
- 3.6 Carry out any other tasks commensurate with your role as directed by the Director or Management Committee.

Education and Qualifications	E	D
National 5 qualifications or equivalent	✓	
National 5 in English and Maths		✓
Experience		
Experience in dealing with the public	✓	
Working in an office environment	✓	
Strong IT skills including word, excel and outlook	✓	
Experience of working with external agencies	✓	
Experience in the housing association.		✓
Working with housing software preferably the Homemaster system.		✓
Skills, Abilities & Personal Attributes		
Committed to customer service excellence	✓	
Be able to manage and prioritise workload	✓	
Ability to communicate effectively both verbally and in writing	✓	
Good interpersonal and team working skills	✓	
Be able to delegate work appropriately	✓	
Ability to plan and prioritise workload to meet personal targets and organisational goals	✓	
Conscientious	✓	
Good attention to detail & organisational skills	✓	
Proficient in I.T, specifically Microsoft office	✓	
Positive outlook and attitude to work	✓	
Excellent time keeping and flexible approach	✓	
Uphold the Association's values	✓	

Knowledge		
Experience of Microsoft office, particular word and excel	✓	
Experience of Homemaster Housing Software System		✓
Experience in administration of Repairs and Maintenance		✓
General knowledge of social housing		✓
Other Requirements		
Experience of Microsoft office, particular word and excel	✓	
Experience of Homemaster Housing Software System		✓
Experience in administration of Repairs and Maintenance		✓
General knowledge of social housing		✓