



Job Title: Front Office Desk/Administrative Assistant

Department: Administration

Reporting to: Office Manager

Employment Status: 6 months fix term contract, full time 9.00am-5.00pm

Salary: £21,231.00 pa (pro-rata £10,605.50), hourly pay is £10.00 per hour

Start Date: Immediate start

### **Who are we?**

We promote community integration, re-integration, social inclusion and cohesion within the Swale and Kent communities. We believe that individuals, regardless of their race, ethnicity, age, gender, disability, religion and beliefs, sexuality, sexual orientation, social class, and other social factors, should be treated with dignity, respect, and adequate opportunities to access services within the community. For over fourteen years, we provide support for individuals and groups, particularly those with a marginalised or disadvantaged background in Swale and Kent to access equitable community services.

What we do is exciting, creative, innovative and it about to get even better. Our work is both community and school-based, providing one-to-one support, information, advice, and guidance on how to access community services, capacity building, employability/entrepreneurial skills, life and social skills, others.

The Front Office Desk/Administrative Assistant will be responsible for supporting all administrative processes ensuring efficient operations are in place to underpin the smooth running of our charity. The postholder will report directly to the Office Manager, providing high quality support and will be the initial contact for our services users, visitors, and other stakeholders.

**Diversity House is committed to cohesion, safeguarding, and promoting the welfare of all service users of all backgrounds and ages and as such, expects all staff and volunteers to share this commitment.**

### **KEY RESPONSIBILITIES:**

To embody the values, vision, and ethos of Diversity House Limited.

### **SPECIFIC DUTIES**

- To cover the Diversity House reception front of house during the day, acting as the first point of contact for service users and all visitors.

- To undertake reception duties, answering routine telephone calls, face-to-face enquiries and signing in/out of visitors.
- To respond to matters arising in the front office.
- To forward complex matters to the Office Manager.
- To ensure messages reach the appropriate person required.
- To maintain security of people approaching the charity via the front door.
- To assist with arrangements for visits by external agencies.
- To record, maintain and report any absence data for both staff and pupils.
- To respond to routine correspondence.
- To organise service users' and partner organisations' appointments.
- To provide administrative and organisational support for staff.
- To form and administer good levels of communication with all stakeholders.
- Create a database to document referrals to the project.
- Create a database to document outreach sources.
- To coordinate all general administration for Diversity House.
- Create and disseminate project publicity and outreach materials.

## **Procedures and Practices**

**KNOWLEDGE & REQUIREMENTS:**

- Basic understanding of accounting principles for accounts payable and accounts receivable.
- Proficient and familiar with Microsoft Office Software programs (Excel, Word, PowerPoint) and Google Docs
- Working with spreadsheets, calculations to keep track of fiscal matters while paying attention to detail.
- Office management responsibilities, systems, and procedures
- Time management skills and ability to multi-task and prioritize work assignments.
- Safe and secured working environment.
- High school graduation or equivalent.
- 5 years of work-related experience or 2-year associate degree at community college.

**Special Instructions:**

- Flexibility in taking on additional tasks, willing to offer help
- To ensure a safe working environment in accordance with Health and Safety Regulations
- To attend fire drills and staff meetings as required
- To attend training events as required

This job description is not exhaustive, and the post holder may be required to undertake other duties as reasonably required by the Project and Development Manager.

I acknowledge receipt of the position description and confirm that I can perform the duties, understand the responsibilities, and have the knowledge to perform the job of Front Office/Administrative Assistant.

\_\_\_\_\_  
Employee's Signature    Employee's Printed Name

Date: \_\_\_\_\_

Acknowledged by:

\_\_\_\_\_ Date: \_\_\_\_\_