**Job Description**

**Job Title:** Business Support Assistant, Central Team

**Reports to:** Operations Manager

**Office Base**: Chapman Centre, Blackhorse Lane, Ipswich

**Hours**: 22.5 hours per week (Monday, Wednesday & Friday)

**Salary:** £14,286 pro rata (equivalent to full-time salary of £23,810 per annum)

**Pension Scheme**: 7% contribution, if eligible

**Annual leave Entitlement**: 21 days plus bank holidays (pro-rata)

**Role:**

The Receptionist/Business Support Assistant is crucial in providing a welcoming and supportive environment for visitors and service users at the centre. This position ensures the smooth operation of the front desk and administrative functions, supporting the team in delivering essential services to individuals experiencing homelessness.

**Main duties and responsibilities:**

* + Greet and welcome service users, visitors, and staff.
  + Answer and direct incoming calls, taking messages as necessary.
  + Answer emails to the main email address and redirect them to the appropriate person.
  + Handle inquiries and provide information about services offered by the hub.
  + Input new registrations into the database and update existing records.
  + Maintain confidentiality and handle sensitive information with care.
  + Perform general clerical duties including photocopying, scanning, and filing.
  + Maintain office, laundry, welfare supplies, and order inventory as needed.
  + Input and update service user information in the database.
  + Assist with scheduling appointments and meetings.
  + Provide administrative support to various departments as required.
  + Ensure the reception area is clean, organised, and welcoming.
  + Oversee the collection, washing, drying, and distribution of service user laundry.
  + Handle incoming and outgoing post for service users.
  + Prepare and organise breakfast materials for Breakfast By Invitation sessions.
  + Ensure all materials are available and set up appropriately for each session.
  + Conduct basic health and safety checks at the centre as detailed in the health and safety policy.
  + Report any maintenance issues to the relevant personnel.

**Person Specification:**

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| **Experience** | * Face to Face and telephone contact with service users / public * Use of Microsoft-based systems, including Outlook, Excel, and Office 365 * Data recording and use of a CRM system * Handling incoming and outgoing mail * Basic Health and Safety processes |
| **Skills and Abilities** | * Extremely organised, methodical, with good attention to detail * Excellent office skills, including word processing, record keeping, scanning and filing * Able to manage your own workload, prioritise tasks, and meet deadlines when needed * Good people management skills, including clear communication and some de-escalation skills * Good numeracy skills * Ability to take direction and work independently to complete tasks * Ability to use own initiative and to work as part of a team, sharing knowledge and good practice, and helping to problem solve * Empathy and understanding towards individuals experiencing homelessness. * Basic understanding of data protection regulations. |
| **Personal Attributes** | * Polite, welcoming and attentive * Calm, patient and confident with others * Self-motivating, enthusiastic and flexible * Methodical and thorough with an attention to detail * Ability to identify own training needs and participate in continued personal development opportunities * High level of integrity and ability to handle confidential information. * Patience and resilience in dealing with challenging situations. |