

LINCOLNSHIRE WILDLIFE TRUST

JOB DESCRIPTION : RECEPTIONIST & OFFICE ADMINISTRATOR

Post Title	:	Receptionist & Office Administrator
Location	:	Banovallum House, Horncastle
Responsible to	:	Head of Finance
Job Purpose	:	To provide reception cover and administrative support, and specific services including to education and retail operations

KEY TASKS

Reception Duties (shared with admin colleagues)

- A. To provide a reception service at Banovallum House, ensuring visitors are dealt with in an efficient and pleasant manner and the reception area is kept tidy and attractive.
- B. To serve customers buying sales goods in the reception area and to account for money taken.
- C. To answer the telephone promptly and route calls to appropriate staff or take messages when necessary and relay to the appropriate staff promptly. Recover answer machine messages and relay to appropriate staff promptly.
- D. To deal with routine general enquiries or, where appropriate, route to another member of staff.
- E. To prepare the meeting rooms ensuring that appropriate refreshments and equipment are provided and rooms are tidy and attractive. To clear up after meetings, ensuring that equipment is returned to appropriate storage, crockery is loaded into the dishwasher and rooms are left ready for future use.
- F. To be responsible for the day-to-day management of the Outlook email system including spam and 'Info' folders, and for the daily back-up procedure for the network server.
- G. To assist in updating the Trust's social media.

Administration Duties

- H. To be responsible for the ordering of stationery and general office supplies including refreshments.
- I. To assist in the provision of ICT support for the Trust, including back-up procedures for the network server.
- J. To maintain various record systems, including land, buildings and infrastructure.
- K. To service retail outlets as required, including stock supplies, administration and finance, and liaising with staff and volunteers. To provide support to Area Groups including events.
- L. To provide reporting and invoicing support for the Education Department.
- M. To maintain the Banovallum House library and keep library records up-to-date.
- N. To process day-to-day paperwork and archive files onto electronic filing system (Invu).

- O. To ensure the efficient administration of incoming and outgoing mail.
- P. To prepare daily cash sheets and banking.
- Q. To assist in the organisation of Trust events.
- R. To prepare invoices.
- S. To comply with the Trust's General Policy on Health and Safety and in accordance with specific policies and codes of practice for sites, risk assessments, procedures and best practice as amended from time to time.
- T. To undertake other reasonable duties from time to time in addition to the above normal duties.

January 2019