**Receptionist/Office Administration**

As the first point of contact for the Charity you will provide a friendly and professional welcome. As part of a busy, small team you will provide the administrative support contributing towards the smooth running of the Charity’s day to day delivery.

**Job Description**

**Core Duties**

* Provide a warm welcome to our clients, customers and partners either face to face or on the telephone
* Support our clients sensitively including issuing foodbank vouchers etc. and provide office cover in the absence of the Community Support Co-ordinator
* Liaising with the Logistics team to arrange delivery of household items to our clients
* Liaising with partners and clients/customers with regards to our contracts
* Ordering of items as requested by the Management team
* Liaising with office volunteers, delegating tasks as appropriate and providing them with support so that they are confident in their roles
* Liaison with the Community Support Lead to ensure that our clients are supported in a timely and sensitive manner
* Input data on to spreadsheets which provide information to our partners on a weekly and monthly basis
* Administrative support for our Gift Aid processes
* Collections and delivery administration, including arranging bookings, liaising with our Charity Superstore, Logistics team and customers
* Providing admin support to the Logistics Supervisor including the filing of vehicle paperwork, driving licence checks, mileage reports etc.
* Provide ad hoc admin support for the General Manager

**Person Specification**

**Experience**

**Essential**

* Administrative experience
* Reception experience
* Knowledge of IT packages

**Desirable**

* Previous experience of working with or volunteering for a Charity
* Customer service experience
* Data entry

**Key Skills**

* Ability to communicate sensitively, efficiently and effectively
* Ability to prioritise workload
* Able to work constructively as a member of a team
* Able to work under pressure

**Personal attributes**

* Able to support the aims and objectives of Horsham Matters
* Empathy with those who are struggling
* Self-motivated
* Enjoy working with other people and support diversity and equality of opportunity
* A willingness to persevere in difficult situations