



Reception/admin Khizra Mosque & Community Centre



JOB DESCRIPTION

Title of Post:	Receptionist/admin role- Khizra Mosque & Community Centre.
Responsible to:	Management committee and an appointed person from the committee.
Start Date:	8 th February 2021
Salary:	Negotiable based on experience.
Hours of work:	24-26 hours per week
Main Purpose of post:	To be part of the admin team at Khizra Mosque.

MAIN DUTIES OF WORK

Job Description

To work as part of the Khizra Mosque admin and support team, providing a friendly and welcoming service to visitors in a professional manner. The post holder is expected to be able to prioritise tasks and to manage their workload with a minimum of supervision. Tasks will also include supporting the supplementary school and book Centre/canteen.

Salary

As per experience and negotiable

Hours of work

Part time 24-26 hours per week

General responsibilities

To provide an efficient, professional and welcoming reception service to greet and deal with callers to reception/the office, both by telephone and in person.

Office Stock Control and replenishment.

To provide general clerical support associated with the role of receptionist.

To frank all outgoing mail and distribute incoming mail.

Manage book centre and canteen as part of this role as part of this team.

Stock take in book centre and ensure stock is maintained.

Reporting to:- Committee and youth team

Liaising with:- Internal Staff at all levels, Parents/Guardians, Committee, Community Groups, other External Agencies.

Main/general duties and responsibilities:-

To act as Centre Admin person and provide general clerical and administration support under the overall guidance of the approved person.

To act as first point of contact for all visitors to the Centre, signing in visitors, answering enquiries and relaying accurate messages as appropriate.

To assist staff and pupils with queries where possible at supplementary school.

The timely answering and transfer of all incoming telephone calls.

Record telephone holidays voicemail and assist with initializing staff voicemail systems as required.

To undertake reception duties, answering routine enquiries and be point of contact for receiving information from children, parents, visitors and outside agencies etc.

To deal promptly and sensitivity with members of the public, staff and students

To undertake, with professionalism and confidentiality, pupil welfare duties: looking after sick pupils,

liaising with parents/staff in accordance with school procedure. To administer First Aid and keep certificate up to date and undergo other relevant medical training. To be proactive in the replenishment of first aid stock. Keeping storage and records of pupil medication eg epipens etc.

Provide routine clerical support to team members e.g. photocopying, filing, faxing, emailing, completing routine forms.

Undertake basic typing, word-processing and other IT based tasks.

Receiving and checking of deliveries.

To check on administrative stock control ordering as necessary.

To ensure that the reception/office area is tidy and welcoming at all times.

To distribute internal and external post.

To monitor the booking of conference/interview room requirements.

To promote a welcoming environment to visitors, having regard to security requirements of the school and deal with members of the public in accordance with the policies of the centre.

If requested, to provide hospitality for visitors.

To be aware of and comply with policies and procedures relating to child protection, health, safety and security, confidentiality and data protection, reporting all concerns to an appropriate person.

Attend relevant meetings as required.

Flexibility to provide evening/open day reception duties as required.

Participate in training and other learning activities and performance development as required.

To manage book Centre and new canteen area at set hours.

Health and Safety

Co-operate with the employer on all issues to do with Health, Safety & Welfare. To keep First Aid Certificate up to date.

Continuing Professional Development

In conjunction with the line manager, take responsibility for personal professional development which will be supported by the centre. Undertake any necessary professional development as identified in the Centre Improvement Plan taking full advantage of any relevant training and development available. Maintain a professional portfolio of evidence to support the Performance Management process - evaluating and improving own practice.

Note

This job description will be reviewed annually and may be subject to amendment or modification at any time after consultation with the post holder. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the Centre in relation to the post holder's professional responsibilities and duties. Elements of this job description and changes to it may be negotiated at the request of either the head of Centre or youth or the incumbent of the post.

Person Specification:

KNOWLEDGE AND QUALIFICATIONS

Desirable, i.e. the post holder should have:

- A good basic level of education
- A good standard of literacy for all written communications
- Computer literate basic skills, including typing / secretarial skills
- the post holder would ideally have commitment and interest in this role.

Experience

Desirable, i.e. the post holder would ideally have:

- good interpersonal skills
- Experience of working successfully in a customer facing environment
- Experienced in working in an administrative capacity

SKILLS AND PERSONAL QUALITIES

Desirable, i.e. the post holder should have:

- Ability to communicate effectively at all levels in a professional manner
- Excellent customer service skills
- Ability to input data accurately and in a timely fashion
- Ability to work within a small number of routine administrative procedures
- Excellent interpersonal skills, including with young children, colleagues and general public
- Excellent telephone communication skills
- Strong time management and organisational skills
- Meticulous eye for detail and accuracy

- **TO APPLY: Please complete application online under job application on our website www.Khizramosque.org with a covering letter detailing how you meet the person specification PLUS your CV to youth@khizramasjid.org**

The closing date for the post is 4th January 2021. This is subject to 2 references and a satisfactory enhanced DBS check.

Please note only shortlisted candidates will be contacted.