



## **Job Description**

<b>Title of post:</b>	Administrator and Resource Worker
<b>Responsible to:</b>	Head of People Services
<b>Hours:</b>	37.5 hours per week – 8.30 am – 4.30 pm with 30 minutes unpaid lunch break
<b>Salary:</b>	£23,808 - £24,600 per annum – Starting at £23,808
<b>Annual Leave:</b>	32 working days plus bank holidays
<b>Location:</b>	The post holder will be based at 35 Salem Street, Bradford, BD1 4QH

### **About the role:**

This role is an exciting role that is ideally suited to someone who has excellent administrative and reception skills and experience but would like to develop their skills through also working directly with people who use our services, supporting key activities within our on-site Reconnect Wellbeing Centre.

### **Person characteristics and skills**

You will be an organised, confident professional who is positive, optimistic, self-motivated who enjoys connecting with people and the variety of work and being busy. Not only will you have great administrative and people skills and lots of common sense, but you will also enjoy getting to know and helping people who use our services. Bridge works with people who experience severe multiple unmet needs who will present in crisis. Therefore, a commitment to kindness and person-centred compassionate care is essential.

### **Key Activities of the role**

#### **First point of contact**

To act as the first point of contact at our main reception area, either on the phone or on site and ensure a warm and welcoming environment for people who use our services, including visitors and colleagues.

Providing refreshments, managing inquiries, taking and forwarding messages, problem solving, supporting access to the waiting area, alerting colleagues of the arrival of people.

Accepting and managing/ sorting and storage of deliveries, including supporting colleagues in the collection and storage of food bank packages where needed. This will include moving and transporting boxes that need to be put away.

#### **Resource Work**

To provide a warm, welcoming, clean, and tidy environment for people who use our Reconnect Wellbeing Centre which is situated on-site with a separate entrance.

Support the Service Managers in administrative and specific health and safety tasks within the Reconnect Wellbeing Centre, this will include creating and updating the staffing rota, ensuring adherence to protocols and data entry requirements.

Provide support to the lead worker within the area and take on tasks as appropriate and allocated.

Provide people who use the Reconnect Wellbeing Centre with advice and support, setting up and engaging in activities, showing people how to use equipment such as washer/ dryer/ shower and the tea, coffee and food making facilities and providing practical support as and when needed.

Providing support and guidance to volunteers who are allocated to the main reception area and also within Reconnect and Wellbeing Centre.

Support people to use our digital inclusion programme, which will involve assisting people in using laptops and service users in accessing online training modules and other associated tasks.

### **Support with meetings**

The small administrative/ reception team will manage the meeting room diary, maintain oversight of meeting set up and managing refreshments requested and ensure the room is cleared. The team also support services through taking of accurate meeting minutes such as confidential team meetings and Multi Agency meeting minutes that are published and sent.

### **Health and Safety**

The administrative team support the organisation through established documented compliance health and safety check routines. This will include routine fire evacuation tests, fire alarm tests and panic alarm check procedures, internal building checks for health and safety issues, recording and responding through processes and communicating with cleaning and maintenance contractors.

### **General Administrative**

The team maintain and assist with general filing, photocopying, preparing starter packs for staff, receiving, and unpacking and storage of supplies, stocktake office stationery and other stock as required. The team also maintain and balance our petty cash systems under the direction of Finance. The team also ensure admin security, confidential record-keeping, and communication within the project are maintained and office space is kept tidy.

### **Technology/ mobile phone**

Bridge uses mobile technology that includes case record systems and mobile smart phones. The administrative team are the main contact for phone issues, set up and managing and resolving technical issues, this may include basic tutoring of phone usage functionality for colleagues.

### **General (person specific)**

Work flexibly within an agreed number of hours of work to maintain the most appropriate level of admin and reception service provision and keep abreast of developments in services and practice relevant to the aims of the service. To undertake other duties appropriate to the grade of the post.

## Person Specification

Essential	Desirable
<b>Experience and qualifications</b>	
At least one years' experience of providing reception and/ or administrative support & knowledge of general office procedures.	Relevant qualification in IT, business administration, and customer service.  Managing cash floats.
Experience of contributing to the monitoring of health and safety processes regarding buildings, cleanliness and the safety and security of self and others.	
Experience of taking accurate minutes/ action records and have attention to detail.	
<b>Skills and knowledge</b>	
IT literate and be able to demonstrate competence in the use of Microsoft Office packages such as – email/ word/excel MS Teams and mobile phone package systems.	Experience of supporting others/ tutoring others to use phone and IT packages.
Confident and effective communication and problem-solving skills, both verbally and in writing.	Experience of communicating with people about difficult matters and / or in difficult situations.
Ability to organise information resources and provide information to meet needs of the organisation.	Experience of working directly with people engaged in/ in need of support.
Able to maintain an appropriate, professional, and welcoming manner both face to face and over the telephone, appropriately advising service users and visitors based on presentation of need.	
Ability to manage and prioritise own workload and keep calm under pressure.	
<b>Other</b>	
Demonstrate an empathy with Bridge's aims and objectives.	
Demonstrate a pro-active attitude towards the completion of tasks, and the maintenance and continuous improvement of service delivery standards.	
Demonstrable experience of working flexibility, positively and cooperatively within a team.	

Willingness to keep abreast of relevant professional developments and to undertake training for the post.	
Understanding of the implications of the framework of Equal Opportunities and recognise the value of diversity in the workplace.	
The post holder is expected to be flexible with regards to working hours to meet the requirements of the post.	
Willingness to contribute to the training and development of others.	
Willingness to work within a performance managed environment and contribute to incident reporting, lessons learnt and quality improvement.	
Willingness to undertake regular supervision and appraisal in line with Bridge policies and actively participate in own professional / personal development.	
Conform to standards of professional dress.	
Ability to move and transport boxes that need to be put away, following health and safety guidelines and with the aid of others/wheels.	