**1. POST DETAILS**

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| **1.1** | **JOB TITLE** | **Office Administrator and Receptionist** |
| **1.2** | ***LOCATION*** | Oxford |
| **1.3** | ***HOURS*** | **37.5 hours a week** |
| **1.4** | ***REPORTS TO*** | **Finance Officer** |
| **1.5** | DEPUTISES FOR | **N. A.** |
| **1.6** | ***GRADE*** | **Band A** |
| **1.7** | ***DEPUTY*** | **None** |

**A Genuine Occupational Requirement applies to this role:**

As a result of our Christian ethos, this post is covered by a Genuine Occupational Requirement (GOR) under the Equality Act 2010. The successful applicant will be expected to be a practising Christian and to clearly demonstrate a personal commitment to the mission, principles, values and practices of the Trust.

**2. PURPOSE OF JOB**

* 1. Provision of all ‘front of house’ tasks and activities. Being the first point of contact for visitors, telephone and email enquirers.
  2. General administrative support to members of the wider Team.
  3. Administrative support to the Operations Support Officer and Finance Team.
  4. Liaison with outside service providers.

**3. KEY ACCOUNTABILITIES**

* 1. Front Desk
     1. First point of contact for all visitors in a friendly and professional manner. Responsible for receptionist services and duties including handling all incoming telephone calls, responding to general email enquiries, dealing with deliveries and ensuring public areas including Reception are kept to a high standard.
  2. Facilities and Finance Support
     1. Assisting the Operations Support Officer. Key tasks will include support with updating telephone lines and issuing key fobs when required.
     2. Support to the Finance team during busy month-end periods when required.
  3. General Administrative Support
     1. Day-to-day support to the Operations Support Officer in the maintenance and up-keep of the office buildings at 76 Banbury Road including utilities, service and maintenance contracts, and some procurement.
     2. Effective operation of general office administration, including handling all post both internal and arranging collection of external post.
     3. Support to Operations Support officer with the management of Petty Cash, Foreign Currency and related processes.
     4. Support to the Operations Support Officer with organising books for events, maintaining book stock and updating book stock spreadsheet.
     5. A flexible attitude to taking on new and ‘one-off’ tasks. This may also include the activities of the Oxford Centre for Christian Apologetics (OCCA) and event support.
     6. Any other duties and responsibilities commensurate with the level of this role.

### PERSON PROFILE

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| * ‘A’ Level or equivalent standard of higher education. * Post education experience, ideally in an office administrative environment, dealing with customer service would be desirable. * Able to deal with sensitive information and maintain appropriate levels of confidentiality. * Good attention to detail, able to maintain a high standard of accuracy at all times. * Knowledge of office administration practices and processes. * Comfortable using standard office IT systems (Microsoft Office suite). Experience of using Microsoft Outlook is also desirable. * Ability to prioritise a varied workload and deal with conflicting demands on their time. * Excellent written and verbal communication skills. * Good interpersonal skills and experience of dealing with individuals at a range of levels. * Ability to work as part of a team is essential. * Ability to represent the Trust through direct personal contact, telephone or email communication. * Flexible attitude, willingness to take on a variety of tasks. * Open, honest and with integrity. * Able to contribute to the working life and team environment. * A person in sympathy with the aims, ethos and work of RZIM Zacharias Trust. * Existing right to work in the UK. |