

**The Norwich Centre for Personal and Professional Development &
Norwich Centre Projects Ltd**

Administrative Assistant/Receptionist

2.5 days (17.5 hours) per week (hours to be negotiated) plus cover for holiday/sickness

This is an opportunity for an experienced administrator/receptionist to join our well-established and growing organisation. If you have excellent administrative ability, competent IT skills and a sensitive telephone manner you can use these skills to help us to provide a valuable and much needed service to our clients.

The Norwich Centre offers counselling to all regardless of ability to pay. Norwich Centre Projects Ltd offers counselling and training to commercial, statutory and charitable organisations, and is committed to supporting the work of the Norwich Centre charity.

Job Description:

The main function of the Administrative Assistant/Receptionist is to provide administrative and receptionist support to the clients, counsellors and staff of the Norwich Centre and Norwich Centre Projects Ltd

Responsible to: The Centre Coordinator

Principle Duties:

- Assisting with the administration of the counselling services including dealing with general enquiries, client allocation and appointment system.
- Assisting with all administration within the Norwich Centre and Norwich Centre Projects Ltd.
- Providing secretarial assistance to the Centre Director/Managing Director and to the management, staff and volunteers working at the Centre
- Help organise lectures, workshops, courses, conferences, and any other events that take place within the Norwich Centre or Norwich Centre Projects Ltd
- Keeping minutes at Trustees and Company Directors meetings

Qualifications and experience:

Educational and Formal Training/Qualifications

Essential

Education to GCSE Level (minimum 5 passes at A-C grades including Maths and English)

Desirable

Education to A level or equivalent

ECDL or similar computer qualification

Level 3 qualification in business or administration

Relevant Experience and Knowledge

Essential

Experience of working in an administrative role in a busy professional environment

Proven computer competence with Microsoft Office applications

Experience of working with queries and reports in Microsoft Access

Experience of producing statistical reports

Experience of reception duties including maintaining an appointments system

Desirable

Experience of minute taking

Experience of cash handling and basic accounting procedures

Competencies

Essential

Good human relations and communication skills

Attention to detail and accuracy

Good team worker

Flexibility to cover for sickness and absence

Good level of literacy

Ability to work unsupervised

Organisational skills

An enthusiastic and flexible approach and a willingness to develop the role

Other requirements

Commitment to the aims and work of a service which is responsive to persons with mental and emotional difficulties

The criteria are subject to reasonable adjustment to enable disabled candidates to fulfil the requirements of the job.

Salary: £12,157 pa pro rata

Annual leave: 4 weeks pro rata

Sick Pay: details attached

Application process

To apply for this post please complete an application form and complete and return it by 10th June 2010. Please note: Applications must be made using the standard form, CV's will not be accepted.

Caroline Kitcatt
Centre Director
The Norwich Centre
7 Earlham Road
Norwich
NR2 3RA

Closing date: 10th June 2010
Proposed interview date: 1st July 2010

Revised May 2010