

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

Administrative Assistant/Receptionist (Part time)

14 hours per week (Thursday 9am – 5pm, Friday 9am – 5pm) plus some occasional additional daytime hours for cover

This is an opportunity for an experienced administrator/receptionist to join our well-established organisation. This is a permanent contract. 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. Please note it is essential to be able to work unsupervised.

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.
- Data input including SAGE
- Assisting with all administration within the Norwich Centre and Norwich Centre Projects Ltd.
- Providing secretarial assistance to the Centre Co-ordinator and to the management, staff and volunteers working at the Centre
- Assisting with banking and financial procedures
- Assisting with the running of the training courses including maintaining the library
- Keeping minutes at Trustees and Company Directors meetings

Qualifications and experience:

Criteria	Essential	Desirable
<p>Qualifications</p> <ul style="list-style-type: none"> ▪ Educated to A level or equivalent, or applicant should have suitable proven ability, experience and knowledge 	✓	
<p>Experience, Knowledge and Skills</p> <ul style="list-style-type: none"> ▪ Proven administrative experience and excellent organisational skills ▪ Competent user of MS Windows, Word, Outlook, Access, Excel, Publisher ▪ Excellent written and spoken English ▪ Experience of working in an administrative role in a busy professional environment ▪ Data input including Sage ▪ Experience of cash handling and basic accounting procedures ▪ Experience of reception duties including maintaining an appointments system ▪ Experience of minute taking 	✓ ✓ ✓ ✓ ✓	✓ ✓ ✓
<p>Personal Qualities</p> <ul style="list-style-type: none"> ▪ Able to work unsupervised and manage workload effectively and accurately under pressure ▪ Attention to detail ▪ Excellent communication and relationship skills ▪ Friendly and approachable ▪ An enthusiastic and flexible approach, willing to do what is necessary to ensure the effective running of the Centre – a good team player ▪ Able to work to deadlines without being task orientated 	✓ ✓ ✓ ✓ ✓	

Other requirements

Standard DBS check

It will be an advantage if you are able to cover for the daytime staff occasionally.

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: £14,250 pa pro rata (35 hour week)

Annual leave: 4 weeks pro rata

Closing date: Friday 31st August 2018

Interview date tbc

To apply for this post please complete and return the application form and equal opportunities monitoring form to admin@norwichcentre.org or post to:

Suzanne Large
The Norwich Centre
7 Earlham Road
Norwich
NR2 3RA

Revised May 2018