



Job Description | Receptionist & Administrator | MUNTADA TRUST

Job title:	Receptionist & Administrator		
Salary:	Negotiable (Depending on experience)	Location:	Parsons Green, London SW6
Responsible to:	Facilities Manager; Executive Operations Manager	Responsible for:	N/A
Contract:	- Full Time 40 hours per week; 5 days per week (Must be flexible with willingness to work weekends during busy periods).	Start Date:	Immediate Start

1. Main tasks

- Receive, direct, relay telephone calls and take adequate messages when required
- Direct visitors and the general public to the appropriate staff/department
- To receive deliveries, sort mail and manage out-going post.
- Maintain the cleanliness of the reception
- Assist in the planning and preparation of meetings, conferences and conference calls
- Respond to public inquiries, problems and complaints
- Provide word-processing and secretarial support
- Perform clerical duties in order to maintain Trust administration
- Meeting and greeting guests: including offering refreshments, showing to office and taking minutes when required
- To maintain notice-boards and racks, ensuring that they are tidy and presentable
- To assist the facilities department in their day to day tasks
- To be responsible for all room keys and lost property
- Collect project donations in accordance to the cash handling procedures
- To attend staff meeting and all relevant meetings
- To be responsive to evolving organisational needs and support any reasonable task within and beyond usual remit, as required.



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1.	Qualifications and Training	
a.	Educated to A-level Standard	Essential
2.	Skills and Experience	
a.	Experience in a similar role	Essential
c.	Good organisational and effective time management skills	Essential
e.	Courteous, friendly and tactful. Establishes rapport easily	Essential
f.	Professional when dealing with Senior Staff, Fellows, alumni, donors, colleagues and students	Essential
g.	Proficiency in the use of computers; Microsoft Office Suits;	Essential
h.	Good judgment about when to use initiative and when to consult	Essential
3.	Ability	
a.	Ability to adapt quickly to changing deadlines and priorities	Essential
b.	Ability to work under pressure, work on own initiative and to work effectively within a team	Essential
e.	Ability to communicate in Arabic/Urdu/Somali/Punjabi/Bangla	Desirable
f.	Ability to thrive in a pressurised environment	Essential
g.	Self-motivated and able to carry out repetitive work	Essential
5.	Other	
a.	Clean Driving License	Essential