

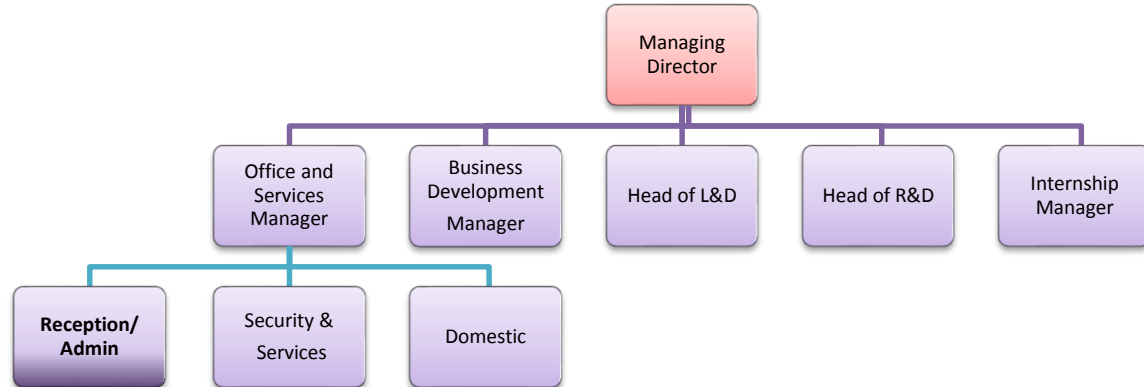


# Islamic Relief Academy

## Receptionist & Office Administrator

<b>BASE LOCATION:</b>	Birmingham UK
<b>REPORTING TO:</b>	Office and Service Manager
<b>LINE MANAGEMENT RESPONSIBILITIES:</b>	None
<b>PURPOSE OF ACADEMY:</b>	<p>Islamic Relief Worldwide has been established for over 30 years, and has gained a special experience and expertise to enable us to demonstrate much needed leadership in the aid sector.</p> <p>Having long-term perspectives in mind, we have now taken on a new strategic commitment to start a new phase within Islamic Relief Worldwide and its highly dedicated employees. The Board of Trustees have decided that after detailed studies to support the idea of the establishment of Islamic Relief Academy.</p> <p>IR Academy is envisioned to be a hub where humanitarian and development theories and practice are studied, examined and developed. It will be a centre to train our team following the life-long learning approach the organisation adopted earlier and to develop the future leaders in the aid sector, not only individuals but entire organisations and future generations.</p> <p>The Academy will foremost play a pivotal role in training of IR staff at all levels, undertaking applied research and building theory, a base to stimulate our advocacy efforts and to lead in the areas of research aid and development from an Islamic perspective.</p>
<b>JOB PURPOSE:</b>	<p>The Receptionist/ Administrator will play a pivotal role within IR Academy in ensuring that reception is always manned and all admin work is carried out at the highest standard level possible. To provide and to act as the first point of contact for visitors and callers and to undertake a range of other admin tasks as identified by the line manager.</p>

## Structure of the Department



### **KEY WORKING RELATIONSHIPS**

- Regular and significant dealings and engagement with the Academy internal and external stakeholders/ visitors to action support requests.
- Regular contact with external service providers and suppliers Perform a variety of general clerical duties.

### **SCOPE AND LIMITS OF AUTHORITY**

#### **Scope of the Role:**

- Reporting to the Office and Services Manager, the receptionist/ Administrator is required to plan and prioritise work load on a daily basis ensuring that all requests particularly emails and calls are resolved promptly. Responsible of CCTV and to the office, room's equipment and inventory with other properties inside the academy.

#### **Responsibility for Resources:**

- Be the first point of contact whether by phone, email or face to face and provide a welcoming and friendly efficient receptionist service to all visitors.
- To provide an informed and mannered helpful switchboard service to all callers
- Manage bookings for meeting rooms and update the all events calendar.
- Protecting IRAC property
- Maintaining records management system for statutory purposes.
- Provide an efficient and accurate administrative role for the wider Academy

### **KEY ACCOUNTABILITIES**

The job holder is accountable for fulfilling his or her roles and responsibilities in line with Islamic values and principles of fairness, humanity, honesty, respect and fair treatment of his/her colleagues and staff.

1. Ensure all administration, health and safety, security, maintenance, event/catering/room bookings, hotels bookings, flights, document retrieval, mobile phone and transport requests are processed and handled promptly via the Facilities Helpdesk.
2. Co-ordinate, oversee and/or perform a wide variety of administrative duties including but not limited to, assisting in the receipt and despatch of organisational internal and external mail, arranging courier services as and when required, undertaking reception duties when necessary, assisting in writing reports photocopying, faxing and ensuring staff contact details are regularly updated.
3. Ensure all facilities invoices are verified and processed via AX software in conjunction with the Finance Department.
4. Ensure organisational asset records i.e. mobile phones, other telecom accessories, company cars and fixed asset registers are maintained.
5. Maintain and demonstrate achievement of agreed service levels and to support office and service manager's lead on improvement.
6. Ensure record management system is maintained for statutory purposes.
7. Operate a range of office machines such as photocopiers, facsimile machines, laminators, binding machines and printers; ensuring consumables i.e. relevant cartridges and paper are readily available on a daily basis.
8. Ensure stationery cupboards are maintained, letter headed paper, envelopes, and other consumables are readily purchased and adequate reserves are maintained.
9. Maintain meeting rooms, canteen, break areas to a high standard including preparation and moderate cleaning of canteen and break area

10. Participate in briefing and debriefing sessions when requested to and to undertake other appropriate duties assigned by the Manager and support with marketing for the venue hire.
11. Perform driving services when required
12. Monitor the CCTV system regularly, and ensuring that all recording are monitored for the site according to CCTV Log. The CCTV unit must be recording at all times.

### **PERSON SPECIFICATION**

It is essential that the post holder shows a good understanding and sympathy with the Islamic values and principles as well as commitment to Islamic Relief Academy's vision and mission.

#### **Essential:**

#### **Knowledge, Skills and Qualifications**

- Strong organisational skills and attention to detail; ability to organise; prioritise and work efficiently under pressure and subject to changing priorities; proven experience, meeting deadlines.
- Excellent communication and interpersonal skills
- Excellent levels of computer literacy

#### **Experience**

- A few years' previous experience in general administration and customer service.

#### **Personal Qualities**

- Ability to maintain good working relationships with all staff providing support and assistance as and when required.

#### **Desirable:**

- A professional or academic qualification in a Business Administration.

Signed by: \_\_\_\_\_ (Direct Line Manager)

Signed by: \_\_\_\_\_ (Managing Director)