



Job Description

Job Title:	Receptionist/Admin Assistant
Job Grade:	A2
Reports to:	Central Support Office Manager
Direct reports:	N/A
Clearance required:	Basic DBS
Key stakeholders:	All Employees, Visitors, Partners, External Stakeholders

Workplace values

Waythrough launched in October 2024 following the merger of Humankind and Richmond Fellowship. Our vision is to break down the barriers that stop people getting the support they need to live a life they value. We tackle poverty and disadvantage in communities, through mental health, drug and alcohol, housing and related support.

We have almost 200 services around England – and nearly 3,500 amazing staff and volunteers who run them. Every year our services support around 125,000 people.

Bringing together two big organisations is not a small task and it'll take a while to fully integrate our systems, processes and approaches. That's why you will notice the jobs here are still branded 'Humankind'. Next year we'll be fully integrating our recruitment systems but for now they are separate.

Job Purpose

To provide a wide range of administrative and organisational support across head office functions, including the smooth running of reception/head office environment, and administrative support to all employees, visitors, partners, and external stakeholders.



Job Description

Key accountabilities:

1.	Act as the assistant to office manager and be first point of contact for employees, visitors, partners, and external stakeholders, ensuring all contacts are appropriately supported, signposted, or responded to through a variety of channels.
2.	Provide a positive first contact and deliver high levels of customer service, ensuring all enquiries and visitors are responded to effectively and appropriately or escalated when required.
3.	Complete reception and front of office duties effectively to include maintaining the reception, managing post and deliveries, supporting a range of visitors (parking, access fobs, sign in) meeting preparations.
4.	Provide administrative support for a wide range of meetings, including agenda distribution, information gathering and minute taking.
5.	Contribute to the improvement of Head Office support by reporting and resolving issues, making suggestions for improvement to the Central Support Office Manager.
6.	Support key tasks and projects as required within Central Support teams to meet specific business objectives and operational needs.
7.	Undertake continuing professional development including participating in clinical supervision, performance reviews and attending training as/when required.
8.	Work in accordance with all relevant legislation, policies & procedures and guidelines – both internal and external. This includes Humankind's clinical governance framework.

9.	Keep abreast of policy and professional development within your area of professional expertise.
10.	To promote, adhere to and live our workplace values of being honest, committed and inventive.



Person Specification

This Job Description is not definitive and outlines key accountabilities – colleagues are expected to be flexible regarding their accountabilities and will from time to time be asked to carry out other duties to ensure achievement of company goals.

Technical/ Professional Qualifications	Essential or Desirable
NVQ 3 in business administration (or equivalent) or demonstrable related experience.	E
Skills	Essential or Desirable
Proficient in Microsoft Office packages including Outlook, Word, and Teams.	E
Effective interpersonal, organisation and communication skills.	E
Ability to communicate clearly with a wide variety of colleagues, visitors, partners, and external stakeholders, both verbally and in writing.	E

Ability to work with discretion, sensitivity and maintain confidentiality.	E
Ability to prioritise and manage workload within a busy environment.	E
Knowledge/ Previous Experience	Essential or Desirable
Experience within a customer care, healthcare, education, or social care setting.	E
Demonstrable clerical, administrative or reception experience	E
Experience working front of house within a busy head office environment.	D
Competencies	
Lead and Inspire	Defines the future direction of Humankind through identifying current and future challenges and longer-term opportunities.



Person Specification

Create and Innovate	Takes a solutions-focused approach to the challenges we face as an organisation. Looks at new ways of working and responding innovatively with new ideas or developing current approaches to meet organisational needs.
Developing Our Talent	Creates a positive and supportive environment in which individuals can grow and develop enabling them to realise their full potential.

Impactful Communication	Shares information and presents ideas or themes clearly and convincingly so that others see us as open, transparent and credible, and want to engage with us.
Delivering Results and Achieving Greatness	Focuses on our individual drive and personal focus to succeed in delivering against our key business objectives and targets.
Service Excellence	Continues to build on Humankind's reputation within the industry, becoming a "provider of choice" recognised by external bodies as meeting the diverse needs of our customers and delivering the highest standards of service delivery.
Working Together	Defines how we work with each other and our customers, partners, commissioners and stakeholders.
Safeguarding training required on start (not to be measured in the R&S process)	