

ISLAMIC RELIEF UK

HR Department

Job Description & Person Specification

Reception & Facilities Assistant

Location: Head Office, London

Salary: £17,395 pro rata inclusive of London allowance

Reports to Support Manager

Islamic Relief

Islamic Relief is an international relief and development agency striving to alleviate poverty and suffering around the world regardless of colour, race or religion. Established in 1984 in response to the widespread famine in Africa, Islamic Relief has grown to be a key, well known and respected aid agency in disaster relief and the ongoing development of people in over 30 countries. It specialises in Education & Training, Health and Nutrition, Water & Sanitation, Income Generation, Orphans' Support, Emergency Relief and Disaster Preparedness. Islamic Relief is a member of the Disasters Emergency Committee (DEC) and is an implementing partner for DFID, ECHO, the World Food Programme and UNHCR.

Islamic Relief (UK) forms part of the Islamic Relief Worldwide and is primarily a fundraising and awareness-raising organisation which is also becoming increasingly active in the implementation of UK social welfare and community development projects. IRUK works with various sections of the community including local authorities, schools, welfare organisations, government and non-governmental organisations.

Job Brief

Islamic Relief (UK) requires a temporary full-time Reception & Facilities Assistant for its London based head office. The successful applicant must have demonstrable experience of working in a similar role and be able to carry out facilities related and administrative duties. He or she will be well presented, have an outgoing personality, with a warm, welcoming manner. The post holder will have a good standard of spoken and written English, the ability to multi-task and a confident, professional telephone manner. The Reception & Facilities Assistant must be prepared to work early mornings or late evenings and weekends according to a rota.

Duties

Reception

- To welcome and direct visitors at reception.
- Respond to queries, by telephone, correspondence or in person.
- Open and sort the incoming mail and prepare the outgoing mail.
- Make courier bookings and keep accurate records to check against statements.
- Receive deliveries from suppliers and check against orders.
- Monitor franking machine credit level and order new credit, particularly when mass mailings are planned.
- Ensure the mailing area and stationery stores are kept organised and tidy.
- Ensure Head Office stationery supply levels are maintained and order supplies as necessary.

Facilities

- Support the day to day operation of the facilities.
- Carry out Health & Safety checks in liaison with the Support Assistant.
- Assist with purchasing equipment as and when required
- Assist with the management of Islamic Relief vehicles and other assets in liaison with the Support Assistant.

Administration

- Dealing with suppliers by telephone and/or correspondence as required by the Support manager.
- Organise accommodation and travel arrangements for staff and guests.

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Supporting Meetings

- Assist with the preparation of conference rooms for meetings.
- Make arrangements for refreshments and meals.
- Assisting with the purchase of refreshments etc.

Other

- Performing other duties within the scope and grade of the job as required by the Support Manager.

Person Specification

- Demonstrable experience of working in a facilities and/or reception role.
- Experience of and willingness to work early mornings, late evenings and weekends.
- Well presented with an outgoing personality
- Good spoken/written English and interpersonal skills.
- Proven administrative skills.
- Basic numeracy.
- Ability to organise and prioritise own work and meet deadlines.
- Must be a team player as well as being able to work on own initiative.
- Computer literate with experience of MS Word, Excel.
- Strong motivation and empathy towards the aims and objectives of the organisation.
- Excellent timekeeping and attendance in previous jobs.
- Display a professional attitude to work.
- Driving licence.

All these are considered essential.

Support Department
July 2010