

# JOB DESCRIPTION

<b>Title</b>	<b>Reception &amp; Membership Administration Assistant</b>
<b>Grade</b>	<b>1-5</b>
<b>Department</b>	<b>Membership</b>
<b>Reports to</b>	<b>Head of Membership</b>
<b>Date</b>	<b>September 2024</b>

## JOB PURPOSE

The post holder is responsible for the provision of an effective, efficient and responsive service to telephone and personal callers and internal staff, clients and visitors to Guild House. The post holder will assist the Buildings Officer in general maintenance and administration tasks.

The post holder will provide general administrative services to the Membership Team including responding to phone and email queries, approving applications, resignations, and processing membership changes.

## RECEPTION DUTIES

1. Providing a professional telephone answering and message taking service, answering calls quickly and sensitively. The post holder will give out information where appropriate, evaluating and transferring calls to the relevant member of staff, signposting callers to both internal and external resources of support, e.g. Equity website, external service providers, third party charitable organisations.
2. Providing a responsive reception and information service, dealing with personal callers; giving out general information on a variety of subjects, including on how to join Equity; referring visitors to the appropriate member of staff.
3. Providing an efficient answering service to all queries received by email to central email address.
4. Maintaining all meeting room diaries and accurate records of staff and visitors in Guild House.
5. Supporting the Buildings Officer with general administration and maintenance tasks, which can include liaising with contractors, and to provide holiday cover for day-to-day tasks.
6. Maintaining stationery and other building supplies as directed by the Buildings Officer.
7. Assisting with managing incoming and outgoing post and deliveries including circulations, ordering couriers and accepting deliveries.

## **MEMBERSHIP ADMINISTRATION DUTIES**

1. To respond to members enquiries via letter, email or phone efficiently and accurately and being accountable for resolving queries by responding or where appropriate escalating to colleagues.
2. To process online and paper new members and rejoin applications.
3. To process updates and change to members records for example contact details, membership type, Equity Names, and resignations.
4. To process members' subscription payments by cheque including batching and banking accurately and efficiently.
5. To process and follow up on returned communications including email.
6. To ensure the accurate record keeping of members details, data and communications.

## **GENERAL DUTIES**

1. To be fully conversant with the union's IT system relevant to the post. To create own correspondence and use the Union's e-mail. To be responsible for creating and maintaining an effective filing system. To be able to track all written correspondence and respond to all complaints/enquiries.
2. To undertake any other duties commensurate with the grade.
3. To maintain the confidentiality of information and abide by the provisions of the Data Protection Act and EU General Data Protection Regulation (GDPR).
4. To undertake all duties within Health & Safety regulations/policy. To assist the IT and Guild House Manager with Health & Safety procedures including fire drills, fire alarms, etc.
5. To undertake all duties with due regard to the Equal Opportunities policies of the union.
6. There may be occasional evening and weekend work.
7. To keep up to date with and support the key industrial and campaigning priorities of the union.

## **PERSON SPECIFICATION**

The following requirements are essential for the role of Reception and Membership Administration Assistant:

### **Skills and Approach**

1. Demonstrate excellent customer service skills including answering in person queries, telephone call and email enquiries in a polite, supportive and efficient manner.
2. Show good communication skills and the ability to provide clear verbal and written advice in response to queries.
3. Computer literate – including Microsoft Office applications, including Word, Excel, PowerPoint and Outlook.
4. Able to recognise and propose improvements in processes.
5. Able to draw up own correspondence, build and maintain filing systems and undertake all routine office administration duties.
6. Team worker – able to develop and maintain cooperative working relationships
7. Self-motivated and energetic, with an ability to manage multiple tasks at any one time.
8. Able to use own initiative and judgement when needed.
9. Able to deal discretely with sensitive issues and maintain confidentiality.
10. Strong commitment to the labour movement and an understanding of the overall aims of the Union, including our industrial, policy and equalities aims and objectives.