



Reception and Administration Support Officer

Job Description and Person Specification

- Purpose:** To provide reception, secretarial and administrative services for UTASS
- Location:** UTASS base in Middleton-in-Teesdale (with occasional off-site working)
- Salary:** £12.05 per hour
- Contract:** Permanent
- Hours:** Part-time - 14 hours per week
- Reports to:** UTASS Manager

About UTASS:

UTASS (Upper Teesdale Agricultural Support Services Ltd) is a registered charity and company limited by guarantee based in Middleton-in-Teesdale. UTASS began informally in 1993 as a community response to an epidemic of suicides locally, before being formally established in May 2000.

UTASS works with and for the communities across the Durham Dales, helping people gain access to the services, advice and resources that they need so they feel supported, valued, happier and more able to cope. UTASS has a dedicated team of eighteen part-time staff, including four Youth Support Workers, and is overseen by a board of eleven trustees. The charity is supported by 20 regular volunteers.

More information about UTASS and the services/activities we provide can be found on our Website: www.utass.org

Key Tasks

Reception Services

- Answering the telephone, taking messages and either responding directly to enquiries or passing them on to the appropriate person/colleague.
- Monitoring calls to the answer phone and E-Mail and passing on to the appropriate person/colleague.
- Providing a 'first point of contact' for enquiries, either by in person or by telephone
 - Identify and assess the presenting issues
 - Directing the enquiry to the appropriate member of staff
 - Provide light refreshments where appropriate.
- Maintaining and reviewing notice board and window contents, particularly adverts/posters.

Secretarial Services

- Typing/word processing, spreadsheet and database work.

- Assisting other staff with meeting, training, fundraising, or conference arrangements.
- Producing leaflets, posters, exhibition materials etc using canva.
- Photocopying and filing.
- Make outgoing telephone calls and appointments on behalf of other Staff and service users.
- Liaise with appropriate agencies/organisations on behalf of service users and Staff.

General Administrative Tasks

- Open incoming post, date, record and pass on to addressee.
- Frank and record outgoing post.
- Assist with the production of newsletters, website and social media postings/production.
- Keep all addresses lists, database and website details up to date.
- Prepare light refreshments, and room set up for meetings.
- Develop and maintain the projects information and monitoring systems.
- Keeping records of all contacts and their presenting issues.
- Assist with the preparation and collation of information for funding reports and training.
- Maintain adequate filing systems,
- Assist with the preparation of paperwork for Staff & service users.
- Support the UTASS training provision.
- Helping service users to access the internet by use of computers/tablets/phones.
- Assist service users in notifying appropriate bodies of sheep/cattle movements etc.
- Assisting service users with appeals.
- Collate and present monitoring information.

Specific Administrative Tasks

There are a range of tasks carried out by the reception team, which are allocated according to the skills of individuals. Role specific tasks may change or be redistributed between the team as UTASS evolves.

- Monitor and draft orders for office materials and equipment.
- Create monthly community newsletters.
- Website & Social Media.
- Check defibrillator batteries and first aid contents and replenish accordingly.
- Health and safety admin, including electrical testing, fire extinguishers, fire safety etc.

Carry out all other relevant tasks to pursue successful outcomes for UTASS and DDECIC as directed by the UTASS Project Manager.

Person Specification

Education and Training	Essential	Desirable
Sound basic education, including Maths and English to GCSE Grade 4 or above (or equivalent)	√	
Administration or Secretarial Qualifications		√

Skills	Essential	Desirable
Articulate and effective communicator, over the telephone, in writing and face to face	√	
Good command of the English Language	√	
Able to adapt communication style to the audience	√	
Confident use of Microsoft Office, including Word, Excel and Outlook	√	
Confident use of WordPress and social media platforms.		√
Ability to compile and produce information materials such as posters, leaflets and newsletters.		√
Car driver with access to own transport		√

Experience	Essential	Desirable
Administration/Secretarial Work	√	
Office procedures	√	
Experience of Health and Safety Admin		√
Agricultural paperwork and how to complete accurately		√

Knowledge	Essential	Desirable
Knowledge and understanding of working with farming families and rural communities	√	

Personal Qualities	Essential	Desirable
Values and beliefs which are aligned to the work of UTASS.	√	
Passionate and self-motivated, able to work without supervision.	√	
A 'can do' proactive approach to work.	√	
Flexible, able to adapt to new systems and procedures	√	
Work well in a close team with the desire to support other team members	√	
Friendly, welcoming, and pleasant manner.	√	
Caring and empathetic approach.	√	
Understanding of the need to and the ability to maintain confidentiality.	√	

Annual Leave Entitlement: 28 days including bank holidays (pro-rata).

Pension: Pension scheme operated in line with auto-enrolment requirements.