



Reception & Administration Support

Job Description and Person Specification

(March 2026)

- Purpose:** To provide reception, secretarial and administrative services for UTASS
- Hours:** Part-time between 14 – 28 hrs per week (to suit applicant)
- Salary:** £13.03 per hour
- Contract:** Permanent
- Location:** UTASS offices in Middleton-in-Teesdale (occasional off-site working)
- Reports to:** UTASS Manager

About UTASS

UTASS is a community support charity based in Middleton-in-Teesdale. We began informally in 1993 in response to a concerning rate of suicides among farmers locally and were formally established in May 2000.

Originally created to support the agricultural sector, UTASS has responded to the needs of the wider community and gradually expanded its work, while remaining mindful of our agricultural roots.

Today, we work with and for those who live and work in the rural communities across the Durham Dales, helping them to access the services, advice, and resources they need to feel supported, connected, valued, and better able to cope with life's challenges.

UTASS services are delivered by a team of 18 part-time staff and is overseen by a board of 11 trustees. Our work is also supported by regular volunteers.

More information about UTASS and the support we provide can be found on our website: www.utass.org. Our most recent Annual Impact Report can be found at [Annual Impact Report 2025 – UTASS](#)

Position Summary

We are looking for someone to join the UTASS reception team and play a key role as the first point of contact for people accessing our services, bringing a solution-focused, 'can do' attitude and a proactive, friendly approach to supporting others.

Proven experience of working with people is essential, as you will be responsible for providing a warm, welcoming and positive first impression to all visitors, whether in person, over the phone or via email. You will be organised, approachable and able to respond calmly and effectively to a wide range of enquiries.

A caring and empathetic approach is vital, along with a sound understanding of how to handle sensitive information and personal data appropriately. The role requires discretion, professionalism and a strong commitment to treating everyone with dignity, respect and understanding.

Job Description & Key Responsibilities

Reception Services

- Answering the telephone, taking messages and either responding directly to enquiries or passing them on to the appropriate person/colleague.
- Monitoring answer phone messages and either dealing with the message directly or passing on details to the appropriate person/colleague.
- Providing a 'first point of contact' for enquiries, either 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 meetings, training, fundraising, or conference arrangements.
- Producing leaflets, posters, exhibition materials etc using canva.
- Photocopying, scanning 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 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 address lists, database and website details up to date.
- Prepare light refreshments, and room set up, including tables, for meetings and events.
- Host meetings and events held at UTASS – this could include evening and weekend working.
- Develop and maintain information and monitoring systems using our client management system (CMS).
- Keep records of all contacts and their presenting issues using our CMS.
- 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 & events Co-ordinator.
- Help 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.
- Administration of our heating oil buying scheme.
- Maintain minibus records and arrange regular checks.
- Check defibrillator batteries and first aid contents and replenish accordingly.

- Health and safety admin, including electrical testing, fire extinguishers, fire safety etc.
- Entry of financial information onto spreadsheets. Monitoring and reporting of funding streams, ensuring spend allocation meets funders requirements.

	Education and Training	Essential	Desirable
1	Sound basic education, including Maths and English to GCSE Grade 4 or above (or equivalent)	✓	
2	Administration or Secretarial qualifications	✓	✓

- Volunteer coordination and support.
- Administration support to our Time Together Teesdale project.

The post holder may be required to undertake additional duties as appropriate.

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

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

The post holder will be required to undertake a DBS check.

Person Specification

	Skills and Competencies	Essential	Desirable
3	Articulate and effective communicator, over the telephone, in writing and face-to-face	✓	
4	Able to adapt communication style to the audience	✓	
5	Computer and IT literate, competent in Microsoft Office, including Excel and Outlook	✓	
6	Ability to manage several tasks at once	✓	
7	Car driver with access to own transport	✓	
8	Confident use of WordPress and social media platforms		✓
9	Ability to compile and produce information materials such as posters, leaflets and newsletters		✓

	Experience	Essential	Desirable
10	Experience of administration or secretarial work	✓	
11	Experience of office procedures	✓	
12	Experience of working with people	✓	
13	Experience of Health and Safety Administration		✓
14	Experience of agricultural paperwork and how to complete it accurately		✓

	Knowledge	Essential	Desirable
15	Understand the importance of confidentiality	✓	
16	Knowledge and understanding of working with farming families and rural communities	✓	

	Personal Qualities	Essential	Desirable
17	Values and beliefs which are aligned with the work of UTASS	✓	
18	Committed, responsible, and self-motivated, with a 'can-do', proactive approach to work	✓	
19	Flexible, able to adapt to new systems and procedures	✓	
20	A good team player - work well in a close team with the desire to support other team members	✓	
21	Approachable and skilled in engaging with people and building relationships	✓	
22	Sympathetic, pleasant manner with the ability to facilitate discussions and negotiate with a wide range of people	✓	
23	Understanding of the need to and the ability to maintain confidentiality.	✓	

APPLICATION PROCESS

- Advert out – 27th March 2026
- Closing date for applications – 19th April 2026
- Shortlisting of applicants – Monday 20th April 2026
- Site visit for shortlisted applicants - Between 23rd April – 28th April 2026
- Interviews to be held Thursday 30th April 2026