

March 2018

## RECEPTIONIST / ADMINISTRATOR JOB DESCRIPTION

**Reporting to:** Office Manager

**Job Purpose:** To provide administrative and customer support for the Free Representation Unit (FRU), ensuring the processes are carried out effectively and accurately.

The Administrator will be responsible for carrying out the following duties:

### Casework Administration

- 1.1 Logging in cases - identifying proper documentation, data entry, correspondence and filing.
- 1.2 Linking correspondence, where necessary, to case papers, contacting relevant party where appropriate, data entry.
- 1.3 Data entry, communicating deadline compliance, correspondence.
- 1.4 Ensuring correct document retention, dealing with old cases and old post and any other processes to ensure the efficient and accurate administration of the casework.

### Customer support

- 2.1 Answering the phone, responding effectively to queries by telephone, face to face and in writing, taking clear and accurate messages,
- 2.2 Welcoming clients, representatives and other visitors to FRU when they come to the office.
- 2.3 Ensuring proper administration of post, including collection, opening and dispatching mail.
- 2.4 Opening and distributing post/faxes – identifying and dealing with urgent information or difficult issues. Raising these issues with the appropriate people.
- 2.5 Assisting with mail-outs.
- 2.6 Helping to identify how FRU can improve customer service

### Representative support

- 3.1 Providing help and support to volunteers.
- 3.2 Setting volunteers up with Username and passwords and providing basic assistance with FRU technology

### General

- 4.1 Dealing with email and web queries and correspondence, identifying where queries are routine and can be answered by the post holder or where they need to be referred to others,
- 4.2 Assisting with filing and photocopying.
- 4.3 Assisting with organisation of training days and other events.
- 4.4 Drafting correspondence.
- 4.5 Updating and maintaining databases, where appropriate, ensuring compliance with the General Data Protection Regulation.
- 4.6 Taking minutes of meetings, as required, and circulating.
- 4.7 Opening up the office and effectively controlling access to the office
- 4.8 Assisting in the effective implementation of new technology
- 4.9 Waivers process?
- 4.10 Any other tasks as required from time to time for the smooth and efficient running of the office.

Alongside responsibility for particular areas of the Unit's activity (under the supervision of the Office Manager) in line with the above, the Administrator will assist the Office Manager & Chief Executive as required.