



Administrator/Receptionist

Eastbourne Advice

Job Description

Ref: 460

Fixed Term until 31st December 2020

Job Summary

The Administrator/Receptionist will be responsible for the administrative support to our two advice centres in Eastbourne and St Leonards.

Responsible To / For

- BHT Eastbourne Advice Manager and through line management to BHT's Board of Management.

Significant Working Relationships:

- BHT staff working in the Eastbourne and St Leonards Advice centres
- Brighton Housing Trust staff
- Relevant statutory and voluntary agencies

Duties / Responsibilities

1. Responding to initial enquiries by phone, email or in person, ensuring they are responded to in a timely manner and making appropriate appointments for clients.
2. Administrative support for the housing solicitor and case-workers, to include photocopying of legal documents, scanning and filing.
3. Managing the petty cash, keeping records of expenditure and reporting to BHT Finance as appropriate.
4. Liaising with BHT Finance in respect of invoices received, cheque/BACS requisitions, etc.
5. Administration of the court duty desk scheme.
6. Assisting the service manager in the compilation of statistical reports.
7. File management, including scanning, archiving and sending off files for payment.
8. Ensuring appropriate stock of stationery items is kept and ordering new items as required
9. Maintaining periodicals and legal information
10. Contact point between clients and their case-workers.

11. Recording and managing incoming and outgoing post.
12. Providing frontline reception cover in times of sickness or annual leave.
13. To undertake such other duties appropriate to the grade and character of work as may be required.

It is the duty and responsibility of each employee to familiarise and comply with, Brighton Housing Trust's health and safety policies and procedures. You are responsible for taking care of yourself to avoid injury to yourself and other persons who may be affected by your acts or omissions at work. You will be required to co-operate with BHT and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT you may gain knowledge of confidential matters which may include manual, electronic personal and medical information about our Board Members, Staff, clients, residents or third-party contacts. Such information must be considered strictly confidential and must only be used for the purpose for which it was obtained for. Failure to observe BHT's GDPR & Data Protection policies and procedures could lead to disciplinary action. In addition, you must comply and handle personal data securely in accordance with BHT policies and procedures, including the IT Security Policy and Computer Use Policy.

No job description can cover every issue which may arise within the post at various times and the post holder is expected to carry out other duties from time to time which are broadly consistent with those in this document.