

Job Summary

The main purpose of the job is to provide a welcoming initial point of contact for clients and referrers, providing information about the services we offer, taking relevant details about their situation and booking and managing appointments.

Responsible To:

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

Responsible For:

No line management responsibility

Significant Working Relationships:'

- a) BHT Sussex staff working in Advice Services
- b) Clients and people making referrals to the service
- c) Relevant statutory and voluntary agencies

Duties / Responsibilities:

1. Responding to enquiries by phone, email or in person, ensuring they are responded to in a timely manner.
2. Providing information about the services offered
3. Making appointments for clients.
4. Maintaining appropriate records on the BHT contact management system.
5. Recording and managing post, emails and telephone calls.
6. Undertaking other administrative support as may be required to ensure the smooth running of the service.
7. Managing the petty cash, keeping records of expenditure and reporting to BHT Finance as appropriate.
8. Liaising with BHT Finance in respect of invoices received, cheque/BACS requisitions, etc.
9. Ensuring appropriate stock of stationery items is kept and ordering new items as required
10. Working within the organisation's policies and procedures
11. 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, BHT Sussex'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 Sussex and others in meeting statutory requirements.

For confidentiality and data security: whilst working for BHT Sussex 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 Sussex'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.

Adherence to and ensure compliance with BHT Sussex's Safeguarding Policy and Procedure at all times. If, in the course of carrying out the duties of your role, you become aware of any actual or potential risk(s) to the safety or welfare of clients, these concerns must be reported to your line manager in the first instance.

Actively promote and live out BHT Sussex values of 'Inspiring Change'; 'Delivering Excellence'; 'Empowering People'; 'Being Accountable' and 'Collaboration'.

To assist with identifying and reviewing strategic risk, and to be responsible for the management of specific risks delegated to you from time to time.

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.