

Front of House Administrator

Contract: Full-time, permanent position

Location: Based in our offices in Dalston

Salary: £20,572.50 per annum

Benefits: 5% employer's contribution to personal pension plan, access to staff benefits platform with a range of entertainment and restaurant discounts and employee assistance programme

The role

The Front of House Administrator will be the first point of contact at Inspire! for a range of activities, including reception within our school, and support for phone and email within our wider office. With a passion for supporting the development of young people, and excellent customer service skills, you will be enthusiastic and a confident communicator, with excellent attention to detail.

Responsibilities

1. Staffing the school reception desk

- Being the first point of contact for students and staff each morning
- Ensuring the safety and security of the school at all times, making sure the front door is locked and entry to the premises is controlled
- Communicating with students' parents, receiving and passing on information between teachers and parents, including calling parents to ascertain reasons for students' absence
- Ensuring visitors sign in and wear visitor badges
- Receiving, sorting and distributing post and other deliveries within the organisation
- Ensuring the reception area is kept smart and tidy and that noticeboards are kept up to date

2. General administration support for the team

- Answering phone calls, taking messages and directing calls as appropriate
- Photocopying and franking post
- Managing office recycling and liaising with suppliers
- Helping to prepare for large meetings, setting up meeting rooms and ordering refreshments
- Running errands, including deliveries
- Supporting our safeguarding processes, including keeping records of DBS checks for staff, trustees and governors
- Monitoring and ordering stationery as needed
- Overseeing the info@inspire-ebp.org.uk email inbox, and directing enquiries to relevant team members, or replying as necessary
- Keeping records of our policies, and alerting policy leads when they need updating
- Maintaining and updating school information, records and databases
- Assisting in the production of the weekly e-bulletin for the school
- Supporting admissions-related administrative tasks, including preparations for and assistance at open mornings

3. Overseeing the coordination of our office space

- Helping to establish processes to help manage the office space

- Recording general maintenance needs, and liaising with contractors to ensure our working space is safe, professional and pleasant
- Supporting health and safety reviews, and working with the leadership team to make improvements to our working environment as necessary

About you

Our ideal candidate will be a positive, enthusiastic self-starter, with a strong interest in working with and supporting young people to achieve their potential.

Essential experience

- Providing administration support for teams
- Working in a busy environment, preferably on a reception desk
- Working with young people
- Working in an administrative role, within an office environment
- Using IT programmes, including databases for recording and retrieving data

Characteristics. The ideal candidate will:

- Be committed to excellent customer service and have excellent interpersonal skills
- Have a positive, can-do approach
- Be interested in a varied role
- Enjoy working as part of a team and providing support to team members
- Have a professional and calm persona
- Be highly organised and able to prioritise and manage their time effectively
- Have good numeracy and literacy skills
- Be collaborative
- Have excellent attention to detail
- Be caring and committed to the mission and work of Inspire!
- Be creative and flexible

About Inspire!

Inspire! works with thousands of young people each year in Hackney and beyond, helping them to develop the skills they need to succeed in the world of work, and to build flourishing lives. We support young people to raise their aspirations and achievement levels, informing them about the range of options available to them. Our work gives young people access to a world of choices that may otherwise have remained out of reach.

Since its establishment, Inspire! has grown to employ 30 staff, with a turnover of £1.2m per annum. Currently working with 56 schools, more than 15,000 young people take part in our programmes every academic year, involving over 750 volunteers from our network of employers. In 2014 we established The Inspired Directions School, an independent school offering alternative provision for a growing number of learners whose needs cannot be met within mainstream education.

About the team

Our team is a diverse, passionate and talented group of individuals who value:

- **Collaboration** – we have excellent interpersonal skills and the ability to work as part of a team and independently
- **Excellence and impact** – we strive to have excellent attention to detail
- **Care and commitment** – we demonstrate commitment to the aims and purpose of Inspire! and have a strong interest in working with young people

- **Creativity** – we take an innovative and flexible approach to our work and delivery

Safeguarding

Inspire! is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults in its care. We will take every reasonable step to ensure that children, young people and vulnerable adults are protected where our staff and associates are involved in the delivery of our work. As an employer, we expect all staff and volunteers to share this commitment; and as such an enhanced DBS check will be required and safeguarding training will be provided for the successful candidate.