

## Project Food Job Description

<b>Job title:</b> Reception and Administrative Assistant	
<p><b>Main purpose of job:</b> Project Food takes its role in the community extremely seriously. Supporting people, many of whom are vulnerable, to develop the confidence, motivation and skills they need for better health is an important responsibility. That said, we want to make sure that people also have fun and enjoying their interactions with us.</p> <p>Our mission is to enable people in the South West to improve their diet, so they enjoy better physical and mental health; we want to provide a helping hand to healthy eating.</p> <p>Our values, which are the lens through which we do everything, are to be committed to and respect others; to support and inspire them, and to excel in what we do.</p> <p>As our Reception and Administrative Assistant you will make an important contribution to our work and support our Project Manager by providing efficient, organised and effective business support function and ensure the smooth running of our office. We work with a number of partner organisations and grant funders and by acting as our ambassador to provide a warm welcome, whether in person, by phone, email or virtually, you will help us build trust and confidence in all our engagements with our stakeholders.</p>	
<b>Location:</b> Axminster Hospital	
<b>Position reports to:</b> Project Manager	<b>Position is responsible for:</b> N/A
<p><b>Type of contract:</b> 25 hours per week 1 year fixed term (additional hours may be required from time to time) For the right candidate the hours could be flexible</p>	<p><b>Salary:</b> £10.30 per hour (equivalent to £21,424.00 pro rata per annum full time)</p>
<b>Main duties</b>	
<p>Welcome &amp; Reception:</p> <ul style="list-style-type: none"> <li>• Be the first point of contact for receiving visitors and volunteers whether in person, by phone or email and deal with or re-direct enquiries as appropriate, providing a warm welcome and acting as an ambassador for Project Food at all times;</li> <li>• Deal with routine enquiries and orders as appropriate;</li> <li>• Coordinate online Zoom cookery demonstrations, ensuring that the beneficiaries can all access the sessions and participate.</li> </ul> <p>Systems &amp; Processes:</p> <ul style="list-style-type: none"> <li>• Ensure that systems and processes are updated and provide accurate information. Maintain and update electronic and manual files on a regular basis to ensure accuracy and compliance with good standards of data protection and GDPR;</li> <li>• Ensure that all activities are efficiently planned, promoted and maintained by booking staff, volunteers and venues, arranging for necessary DBS checks and appropriate training, and maintaining effective communication with beneficiaries, volunteers and staff.</li> </ul>	

- Maintain stationary and other supplies ensuring that regular checks are made and that efficient systems are in place to deal with stock turnover and timely replacement;
- Support the Project Manager and Fundraiser to prepare and circulate recipes, newsletters, letters, minutes, memos, invoices, labels, signs, promotional materials and other administrative tasks as necessary;
- Ensure a high standard of health and safety by carrying out or arranging relevant checks and cleaning procedures and liaising with hospital administration, as necessary;
- Ensure all computer software is maintained and up to date, and systems backed up monthly
- Ensure all relevant policies are maintained and up to date through liaison with the Director and Trustees, as necessary.

General:

- Contribute positively and proactively to the team and support colleagues to achieve the required standards of performance with effective feedback;
- Act as an ambassador for Project Food, acting at all times in a professional way to positively promote our objectives and values;
- Support other staff, as necessary in a small team.

Other:

This list is not exhaustive and at times we will all need to pitch in and do what is necessary to ensure Project Food delivers an excellent service to its clients, customers and volunteers.

### Person specification form

Factor	Essential	Desirable
<b>Qualifications:</b> A good education, ideally with skills in English and Maths to ensure that you are able to complete the necessary processes accurately and communicate effectively with colleagues, customers and volunteers.	✓	
<b>Relevant experience:</b> Administrative and organisational skills; diary management; experience in running efficient and effective systems. Very familiar with usual Microsoft Office software, including Word, Publisher, Excel, Outlook etc and video conferencing software.	✓	
<b>Aptitude, skills and abilities:</b> Engaging and able to communicate confidently to build rapport with visitors and colleagues; solution focused approach.	✓	
<b>Personal attributes:</b> Friendly, empathetic, confident and motivated; a self-starter; able to work well in a team and contribute positively; attention to detail; able to challenge in a way that allows the team to learn and grow and is constructive rather than destructive.	✓	