



Diocese of Westminster

Job Profile	Reception and Admin Assistant
Department / Parish / Agency	Caritas St Joseph's
Reporting to	Finance Manager
Cost Centre	98M
Location / Address	St Joseph's Grove, The Burrough's, Watford Way, Hendon, London NW4 4TY
Management of	n/a
Contract type	Permanent
Hours	35 HPW (Monday to Friday, 09:00 – 17:00)
Salary	£13.45 per hour
Job reference number	617-98M

Job Purpose:

To support the efficient administration of Caritas St Joseph's Centre

Principal duties and responsibilities:

1. To operate reception in line with policy and customer service values to ensure all visitors and students are welcomed to St Joseph's.
2. To ensure name badges are available for all users of the centre.
3. To ensure that visitors sign in and out of the building according to Health and Safety regulations.
4. To work effectively with IPOP team on joint reception activities.
5. To support sales invoicing activity as directed.
6. To receive and process request for purchases.
7. To maintain stationary stock levels in reception.
8. To receive and process general email enquiries.
9. To provide cover for the finance and admin assistant in their absence.
10. To provide administrative support to SJPC and Caritas.
11. Any other duties as agreed which may be required from time to time.

Our Diocesan Values

Catholic social teaching covers all spheres of life, whether economic, political, personal or spiritual. At the heart of Catholic social teaching are the four ethical values of love, truth, justice, and freedom.

As the administrative support function of the diocese, here to serve our parishes, agencies and schools, it would be out of step if we did not hold similar values.

We believe that for us to succeed we aspire to be person-centered and place human dignity at our centre. We strive to take a holistic approach to the development of our people so that we may better serve the functions of our church.

Our core values are **Competence, Reliability, Honesty, Perseverance and Love.**

Competence

We strive to achieve total competence in all that we do. As an employer and as the administrative support function to our parishes, agencies and schools, we are committed to developing and maintaining our knowledge, our skills and our expertise at the highest level required to benefit those we serve.

Reliability

Because our parishes, agencies and schools rely on us to support them in the work that they do, we aspire to deliver excellent service with consistency. We can be depended upon to deliver on commitments and promises and make the lives of those we support more rewarding.

Honesty

We will act with integrity and truth, and be straightforward in our dealings with others at all times. We will challenge when appropriate, and act with fairness and transparency at all times. If we make an error, we will own that mistake and can be trusted to make it right. We will be authentic in our passion for the support we provide to our parishes, agencies and schools.

Perseverance

We shall always demonstrate a steady persistence in every course of action. We will be tenacious, disciplined and committed. Our collective perseverance speaks to continuing to provide support and service even when faced with difficulties and challenges. We shall be persistent in our pursuit of continual improvement and excellence, and demonstrate determination, tenacity and integrity in everything that we do.

Love

We will demonstrate our love through the dedication and devotion we extend to all our parishes, agencies and schools. We will consistently act with empathy, understanding and passion. We will value each other and celebrate colleagues' success; we will support, provide care and compassion to those who need it. We will be relied upon to be competent, reliable and honest.

Person specification:

This section outlines the things you will need to be able to demonstrate to be a successful in your role. We expect that you will work to our shared values in everything you do. In addition to our diocesan values, you will also need to be able to demonstrate the following areas.

Skills/competence requirements	Essential/ Desirable
Excellent customer service skills with the ability to project a friendly, professional manner, both in person and on the telephone.	E
Excellent organisational skills, able to prioritise and meet tight deadlines	E
Ability to work within a team.	E
Ability to work alone, using initiative	E
Ability to work with complete discretion and confidentiality.	E
Experience	
Relevant experience of working in an office environment.	E
Understanding or experience of working with people with disabilities.	E
An understanding of the social and moral teaching of the Catholic Church	D
Qualifications	
Intermediate Microsoft Office Software package (Word, Excel, Publisher) and willingness to develop IT skills.	E
Bookkeeping skills	D

N.B – Please note that this role is subject to an Enhanced Disclosure and Barring Service Check.

