**Job description**

CASE Training Services is a dynamic and inclusive organisation committed to providing exceptional services to our Learning Disability community. We collaborate closely with various key partners, including the local authority, NHS, and Humberside Police. Our team is dedicated to creating a welcoming and supportive environment for all our clients.

**Receptionist / Administrator - Full time - Permanent (Mon to Fri)**

In this varied and rewarding role, we are seeking an experienced and highly organised Receptionist / Administrator to join our busy office. This role would ideally suit an experienced administration or reception applicant who has strong experience in dealing with a wide variety of people and can demonstrate enthusiasm, attention to detail and organisation skills.

**Key Responsibilities:**

**Front Desk Management:**

* Greet and welcome trainees, visitors, and key partners upon arrival.
* Answer and direct phone calls, taking messages and handling enquiries as needed.
* Maintain a clean and organised reception area.

**Administrative Support:**

* Assist with scheduling and coordinating meetings, appointments, and events.
* Organise and manage transport arrangements.
* Manage incoming and outgoing mail and deliveries.

**Communication and Coordination:**

* Serve as a point of contact for key partners such as the local authority, NHS, and Humberside Police.
* Facilitate effective communication within the office and with external stakeholders.
* Prepare and distribute correspondence, memos, and reports.

**Office Support:**

* Maintain office supplies and ensure equipment is functioning properly.
* Assist in the preparation of training materials and presentations.

**Technology and Tools:**

* Utilise Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) for various administrative tasks.
* Ideally, have experience using Canva for creating marketing and informational materials.

**Support for Vulnerable Adults:**

* Work with sensitivity and understanding, providing support to vulnerable adults in a respectful and compassionate manner.

**About you**

**Qualifications / Experience / Skills**

* Proven experience in a busy office environment, preferably in a receptionist or administrative role.
* Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
* Experience with Canva is highly desirable.
* Experience of Social Media / creating and uploading posts
* Excellent organisational and multitasking skills.
* Persuasive communication and people skills.
* Ability to work effectively with a diverse range of stakeholders.
* Sensitivity and experience in working with vulnerable adults.
* High level of professionalism and confidentiality.

**Personal Attributes:**

* Friendly and welcoming demeanour.
* Adaptable and able to manage changing priorities.
* Meticulous and initiative-taking.
* Reliable and punctual.
* Strong problem-solving abilities.

**Benefits:**

* Competitive salary
* Opportunities for professional development
* Supportive and inclusive work environment

CASE is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

Job Type: Full-time

Benefits:

* Casual dress
* Company events
* On-site parking
* Sick pay

Schedule:

* Monday to Friday

Education:

* GCSE or equivalent (preferred)

Experience:

* Reception: 3 years (preferred)
* Administrative experience: 3 years (preferred)
* Microsoft Office: 3 years (preferred)