



Receptionist/ Office Assistant

Position Type: Permanent, Full Time

Salary: Competitive

Location: West Ham United Foundation, Beckton

Closing Date: 21st September 2017

Job Purpose:

An exciting opportunity has arisen in the rapidly growing West Ham United Foundation for a Receptionist/ Office Assistant. The role of the Receptionist/Office Assistant is to support the Executive Assistant to provide a high quality administrative/receptionist support service to the West Ham Foundation team.

Key Responsibilities:

- Day to day receptionist duties including; answering telephone; maintaining access to the site; greeting visitors
- Providing general administrative support to the Executive Assistant and the growing team; to ensure the smooth running of the office
- Sorting, distributing and responding or drafting responses to incoming mail in a timely and efficient manner on behalf of the Executive Assistant.
- Organising and maintaining effective filing systems;
- Typing and word-processing, proof reading of work to ensure that completed documents have been produced to an appropriately high standard;
- Diary management including coordinating and arranging meetings etc. using Calendar (electronic diary system). Following up where appropriate;
- Organising meetings, sending out meeting requests, liaising with parties involved;
- Keep up to date departmental contact lists, client lists and other mailing lists;
- Maintaining basic Excel Spread-sheets;
- Attending to emails, letters and telephone messages from clients and colleagues, and telephone liaison; answering calls on behalf of the team

Equal Opportunities

1. To ensure that all departments are provided within an anti-discriminatory framework and take account of such issues as race, gender, sexuality, disability, religion and age.
2. To carry out work in a manner which promotes equality of opportunity for both staff and clients.

Person Specification

The ideal candidate will have skills and experience in the following areas: -

Essential (E) Desirable (D)

Education/Qualifications/Experience:

- Minimum 12 month's experience working on Reception (E)
- Excellent telephone manner (E)
- Highly computer literate in Word, Excel, Powerpoint and Outlook with excellent keyboard skills (E)
- Experience of working in a dynamic reception/office (E)
- Must have excellent people and communication skills (E)
- Ability to manage time effectively, planning own workload and setting appropriate objectives and deadlines. (E)
- Ability to think about alternative ways of doing things and being open to new work practices and responsive to change. (E)
- Commitment to equality and diversity, accepting differences and treating everyone fairly. (E)
- Experience of working within a Football Club Foundation or Sports/Leisure Trust (D)
- Basic HR and finance administration experience (D)
- Keen interest in community football and/or wider sports and community activities (D)

Abilities/Skills/Knowledge:

- Good receptionist/administration skills
- Good technical skills to include accurate typing with experience of Windows based packages including Word, Excel, PowerPoint and Outlook;
- Reliable, flexible and helpful;
- Positive, professional attitude, and able to remain calm under pressure;

- Able to work on own initiative and be able to solve problems quickly and effectively;
- Good written and verbal communication skills;
- Good organisational skills and attention to detail;
- Team player, able to build good working relationships with colleagues;
- Able to work to deadlines, producing work in a timely and efficient manner;
- Excellent telephone manner and interpersonal skills to deal with a wide variety of people and clients;
- Experience of formatting documents and reports;
- Proven ability to work independently and make decisions

We are committed to the principle of equality and equal opportunities in employment. We will actively promote equality and equal opportunities in our business to ensure that individuals receive treatment that is fair and equitable and consistent with their relevant aptitudes, potential skills and abilities. Employees will be recruited and selected, promoted and trained on the basis of objective criteria.

West Ham United Foundation is an organisation committed to equality and safeguarding children and vulnerable adults. Positions that involve working with such groups are subject to safer recruitment protocols, including DBS Disclosure at enhanced level.

Once you have applied for this role you are required to complete an equal opportunities survey to allow the Club to monitor the success of its equality initiatives. The survey will take two minutes and can be access using the following link: https://www.surveymonkey.co.uk/r/WHU_Equal_Opportunities.

To apply please send your cover letter and CV to hr@westhamunited.co.uk by Thursday 21st September

Due to the expected large number of applicants only those candidates called for interview will be contacted.

