



Receptionist/Admin Support Governance Job Pack

About Hunts Forum

Hunts Forum is an independent registered charity set up by local organisations in the 1970's to provide a central source of expert help and advice for local groups. Our purpose is to support charitable organisations by providing them with the tools they need to set up and grow. We provide training, one-to-one support and advice to help the community and voluntary groups develop and grow in Huntingdonshire and Fenland. We are also a part of Support Cambridgeshire, a county-wide partnership with Cambridge CVS to provide services across Cambridgeshire.

Hunts Forum manages the Maple Centre, which is a local voluntary sector hub, and our reception welcomes everyone arriving at the building.

Services are classified under three broad headings.

Representation

We act as a voice for voluntary groups in our area, contributing to all the major committees and partnerships that meet to determine public policy and action in Huntingdonshire, Fenland and the County.

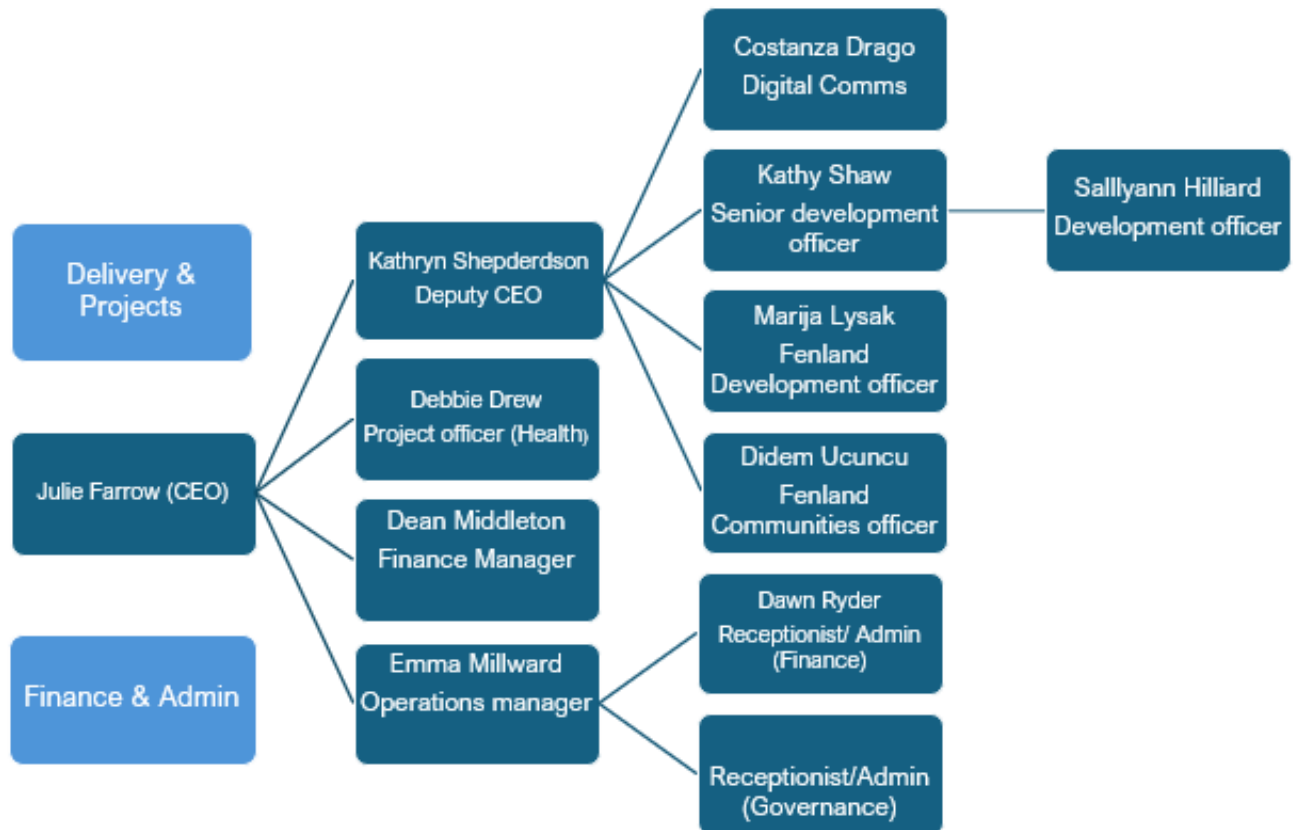
Networks

We bring groups together, to provide the communication support for themed and geographical networks. We provide regular bulletins and access to consultations.

Organisation Development

We provide training and one-to-one development sessions to enable community and voluntary groups become stronger and more sustainable.

Staff Structure



About this role

Hunts Forum operates with a small staff team, and this position involves close collaboration with team members and the Trustee board to fulfil Hunts Forum's core services. The role requires the post holder to work independently at times to meet service delivery expectations.

Job Details

Job title:	Receptionist / Admin (Governance)
Contract:	Part time
Hours of Work:	21 - 25 hours per week (AM or PM flexible but both times required either opening or closing the centre)
Salary:	£13,410-£15,964 actual (Depending on hours)
Responsible to:	Operations Manager
Location:	The Maple Centre, Huntingdon

Job Purpose

This role is made up of two posts. The reception responsibilities will be shared with the Receptionist/Admin (Finance) post holder. There will also be a selection of tasks for which this post holder will be solely responsible under the title of Governance, where they will support the Trustee board, CEO and Senior Leadership Team.

Receptionist

Ensure a warm and welcoming service for all tenants and visitors at the Maple Centre. Take daily responsibility for the reception area, maintaining its cleanliness and ensuring it is well stocked with service leaflets, timetables, flyers, etc. Manage incoming and outgoing post, answer calls, relay messages, and handle administrative duties as needed. Prepare meeting rooms for use and maintain the tidiness of public areas. Additionally, oversee Health & Safety within the Maple Centre, ensuring compliance with procedures and promptly reporting and addressing any necessary improvements or repairs.

Governance

To provide administrative support to the Board of Trustees, CEO and Senior Leadership Team. This will include making sure that board papers are collated, minutes typed, and meetings circulated. This post will also carry out other admin duties for the CEO and Senior Leadership team.

Duties and Responsibilities

Please note that you will be required to share the Maple Centre duties but will have your own duties around Hunts Forum Admin.

Maple Centre: Reception

- Maintain a tidy reception area and complete setup and closing procedures.
- Greet visitors and tenants upon arrival, ensure they sign in and out when entering or leaving the building, and maintain adherence to all relevant safety measures.
- Provide a client-centred approach in your liaison with visitors, offering basic signposting for individuals requiring support.
- Answering the reception phone, taking detailed messages and passing them as needed to the team/tenants in a timely manner.
- Ensuring that all fliers, timetables, service leaflets, poster displays etc are available, up to date and tidy.
- To be the main point of contact with all tenants dealing with queries.

Maple Centre: Hire of venue

- Manage the bookings system for the Maple Centre, regularly updating the online diary and generating monthly booking figures for invoicing purposes.
- Prepare rooms, including refreshments if needed, and clean up after use.
- Ensure a smooth transition between hirers at the Centre and serve as a point of contact for tenants, addressing their needs related to the Centre.

Maple Centre: Health and Safety

- Deal with site visits for all maintenance contracts.
- Oversee Health & Safety for both Hunts Forum and the Maple Centre, ensuring adherence to procedures and reporting and addressing any necessary improvements or repairs.

Hunts Forum: General Admin

- Place orders for stationery and office supplies as needed to ensure adequate availability for staff.
- Attend staff meetings and actively participate as a valuable member of the team.

Hunts Forum: Governance Admin

- Provide administrative support to the CEO in managing their diary, meeting organisation, and maintaining confidential documents and files.
- Provide administrative and secretarial support to the Chair of Trustees, Trustees and Company Secretary, including the organisation of meetings, and preparation of agendas, minutes and papers. Liaising with Trustees, CEO and SLT as required.
- Responsible for the administration of Board of Trustees and Board Committee meetings.
- Lead on the organisation and running of the Annual General Meeting, including booking venues, and refreshments, sending out invitations and making sure papers are circulated
- Attending the Governance Sub Committee meetings and supporting with the updating of all governance documents.
- To carry out any other administration duties required by the trustees, CEO or SLT.

Job-Related Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"> • Good basic education to GCSE standard or equivalent (GCSE grade C/4 or equivalent in Maths and English) • Entitled to live and work in the UK 	<ul style="list-style-type: none"> • NVQ level 2/3 in administration or other secretarial qualification • First Aid qualification • Fire Marshal Trained • Food Safety trained
Experience	<ul style="list-style-type: none"> • You will have experience of customer-facing role • Administration role where you would have been required to compile emails and reports. (Paid or Volunteering) 	<ul style="list-style-type: none"> • Have volunteered or worked within a charity setting • Experience working in a job share
Knowledge & Understanding	<ul style="list-style-type: none"> • Microsoft Packages (Word, Excel, PowerPoint) • Experience in using Outlook • Meeting administration and formats required 	<ul style="list-style-type: none"> • Microsoft 365 and Share Point • Zoho CRM • GDPR • Experience/understanding of Charity/Company policies and procedures • Online software systems
Skills	<ul style="list-style-type: none"> • Communicate clearly, accurately, and helpfully with staff, tenants, trustees and visitors. Handling all phone enquiries in the same way • Recognise the confidentiality of information you are dealing with • Work effectively and efficiently under pressure • Good oral and written communication skills • Problem-solver with a 'can-do' approach • Multi-tasker, with the ability to switch roles when needed 	
Personal Attributes	<ul style="list-style-type: none"> • Adaptable • Purposeful and resourceful • Excellent communication skills • Flexible & team player 	

	<ul style="list-style-type: none"> • Ability to keep calm and focussed in pressurised situations • Enthusiastic • Friendly and welcoming • Ability to work under pressure and manage challenging and sensitive situations in a professional and empathetic manner. • Ability to work without direct supervision, prioritise work and deal with competing or conflicting demands in an organised and methodical manner. • You should be committed to self-improvement and respond positively to constructive feedback when given 	
--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

Shared Criteria

These attributes are common to all Hunts Forum posts and underpin the shared responsibilities of the team.

- Committed to Hunts Forum’s mission, values, and operational approach
- Highly collaborative with colleagues; able to work in a very small team without detailed supervision, to manage own workload, priorities, and performance
- Digitally enthusiastic, IT literate and able to use social media and related communication tools and systems
- Excellent IT skills and a willingness to develop these
- Experience of using Microsoft Office tools
- Adept at building and maintaining effective relationships with members and a varied range of external partners
- Excellent communication skills including listening

General terms

The post holder will have to be aware of and act in accordance with Hunts Forum’s policies, including (but not limited to) those on

- Equal opportunities and diversity
- Health and safety
- Confidentiality
- Data protection

Benefits of working for Hunts Forum

- 28 days annual leave (for full time staff and pro-rata for part-time staff) plus bank holiday. Day off for your birthday.
- Office closed between Christmas/New Year (you will be required to use annual leave to cover this)
- Pension contribution of 5%
- Personal Development – all staff have a personal budget of £500 which support their personal development throughout the year (or equivalent for part time staff). This might be formal courses, but also mentoring, reading around the job role, visits, conferences etc.
- Free tea and coffee when in the office