



## **Job Description**

<b><u>Title:</u></b>	Receptionist
<b><u>Reporting to:</u></b>	Casework Team Manager
<b><u>Salary:</u></b>	£22,000 to £23,000
<b><u>Hours:</u></b>	35 hours per week
<b><u>Contract:</u></b>	Fixed term – 1 year with a very strong potential for extension
<b><u>Location:</u></b>	RMC, Walsall

## **About the Role:**

Exciting Opportunity to join Refugee Migrant Centre (RMC) as a Receptionist and become part of our renowned regional charity dedicated to supporting refugees and migrants. With over 23 years of experience, RMC has assisted thousands of individuals from 162 countries, fostering integration and empowerment through various services.

## **Purpose and Scope of the Role:**

As a Receptionist at RMC, you will be the welcoming face of our organisation, providing crucial support in administrative tasks and ensuring smooth operations at our reception area. Your responsibilities will include managing incoming calls, greeting visitors, scheduling appointments, and assisting with general inquiries. Additionally, you will collaborate closely with internal teams to facilitate effective communication and uphold the organisation's standards of service excellence.

## **Main duties and responsibilities of the role:**

- Welcoming visitors and directing them to the appropriate personnel or department.
- Managing incoming calls and transferring them to the relevant individuals.
- Handling inquiries from clients, volunteers, and stakeholders in a courteous and professional manner.
- Scheduling appointments and maintaining appointment calendars.
- Assisting with administrative tasks such as data entry, filing, and photocopying.
- Coordinating deliveries, mail, and courier services.





- Maintaining cleanliness and organisation at the reception area.
- Providing general administrative support to colleagues and management as needed.

### **Qualifications and Skills:**

- Previous experience in a receptionist or administrative role preferred.
- Excellent communication skills, both verbal and written.
- Strong interpersonal skills and a friendly, welcoming demeanour.
- Proficiency in Microsoft Office Suite (Word, Excel, Outlook).
- Ability to multitask and prioritise tasks effectively.
- Attention to detail and accuracy in handling administrative duties.
- Flexibility to adapt to changing priorities and work in a fast-paced environment.
- Knowledge of additional languages is an advantage, particularly languages spoken by refugees and migrants.

Join us in making a difference in the lives of refugees and migrants. Apply now to become part of the RMC team and contribute to our mission of building inclusive communities.

### **To apply:**

If this sounds like the job for you, see the full job description and complete our application form. All applications should be sent to [Vacancies@rmcentre.org.uk](mailto:Vacancies@rmcentre.org.uk).

RMC is an equal opportunity employer committed to diversity and inclusion in the workplace. We encourage applications from all qualified individuals, including those with diverse backgrounds and those with disabilities.





**Person Specification**

<u>Experience and Skills</u>	<u>Desirable</u>	<u>Essential</u>
Minimum 2 years in an equivalent Position.		<b>X</b>
Experience of working in the community/charity sector or a developing organisation	<b>X</b>	
Computer literate, with skills in quick books, Microsoft Excel and Word		<b>X</b>
Able to organise and prioritise a heavy workload		<b>X</b>
Accurate data inputting skills		<b>X</b>
Able to work as part of a busy, diverse team		<b>X</b>
Good command of spoken and written English		<b>X</b>
Systematic with high attention to detail		<b>X</b>

Applications will be assessed and suitable candidates will be shortlisted and interviewed on an ongoing basis and the Job will be closed once a suitable candidate has been appointed.

