



## JOB DESCRIPTION & PERSON SPECIFICATION

### CLIENT RELATIONS ADMINISTRATOR

<b>TITLE:</b>	Client Relations Administrator
<b>HOURS:</b>	20 hours per week 8am – 12pm Monday – Friday (Flexible working and TOIL policies apply, as some evening & weekend work may be involved)
<b>BASED AT:</b>	Clan House, Aberdeen
<b>SALARY:</b>	£14,150.55 per annum (£24,763.47 FTE)
<b>REPORTING TO:</b>	Head of Operations

#### CLAN CORE VALUES:

All Clan employees are required to demonstrate supportive and respectful behaviour at all times, not only to clients but also to colleagues and management. Colleagues are treated professionally with respect and dignity and take responsibility for operational boundaries and expectations to ensure a harmonious working environment. All employees are required to adhere to Clan's five Core Values:

**Honesty:** We are honest, reliable, transparent and treat others with fairness.

**Excellence:** We invest and empower people, are committed to excellent and strive to provide high quality, consistent support in a healthy, safe environment.

**Accountability:** We take ownership for and are responsible for our choices and actions. We are accountable to each other and consider the outcomes of our behaviours on the achievement of our goals and tasks.

**Respect:** We value diversity of people and thought. We behave in ways that earn trust and support each other.

**Teamwork:** Clan is a community, we are welcoming and supportive, and we communicate openly. We are strong together.

#### JOB PURPOSE:

This is a vital role within Clan and works as part of the Client Relations Team. The role has key priorities:

To provide and ensure a safe and warm welcome to anyone who visits Clan House and the Clan Accommodation face to face, on the phone and by email.

As a member of the administration team, provide a high level of administrative support to various departments throughout the organisation.

#### KEY RESPONSIBILITIES & DUTIES:

- Based on reception, meet and greet all clients, guests and visitors to Clan House and the Clan Accommodation face to face, on the phone or by email.
- Taking bookings and ensure recording on the Accommodation booking system is accurate and all associated paperwork completed.
- Checking guests in to their rooms ensuring they are familiar with the Accommodation facilities and services in the Support Centre.
- Checking guests out, receiving and processing payment and donations.
- Ensure a high level of customer service is maintained at reception and that clients/visitors have a safe and positive experience in line with Clan's ethos and values.

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- Use of in-house database to book wellbeing services appointments for clients and follow up reminders.
- Signpost the range of Clan services to clients and refer their needs on to the correct member of staff/volunteer.
- Provide effective administrative support to both Clan House and Clan in the Community including filing, archiving, ordering, transferring calls etc.
- Proactively offer support to all Clan teams to ensure support of colleagues and shared accountability.
- Work as part of the administration team across Clan to lend skills and experience in support of Clan wide projects.
- Communicate clearly and effectively with the Administration Manager to ensure they are briefed with demands from the Client Relations Team.
- Take and manage room bookings and room set ups for Clan House, working closely with each department to ensure their needs are met.
- Support the administration of ad hoc projects as and when required.
- Process payments through our in-house booking system for Accommodation guests checking out of the facility.
- Work closely with the Income Generation Team to accept and process financial donations.

This list is not exhaustive and other duties will be required to be undertaken from time to time to ensure the effective delivery of responsibilities associated with the post.

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**CLIENT RELATIONS ADMINISTRATOR**

ATTRIBUTES	ESSENTIAL	DESIRABLE
<b>Qualifications</b>	Good knowledge of IT systems especially Microsoft Windows packages – Word, Excel, Power Point, Access, Outlook.	Good understanding of Charity Log.
<b>Experience</b>	Proven experience of working in a busy administrative and customer facing/reception role.	Previous charity or voluntary sector experience. Previous experience in a busy reception/hotel background.
<b>Special aptitudes or abilities</b>	Excellent ability to communicate clearly to people at all levels, with sensitivity and diplomacy. Well organised and structured in approach to carry out duties and ability to prioritise workload effectively. Undertake a mixture of duties to a consistent high standard.	An understanding of cancer and how it can affect people’s lives. Full clean driving license.
<b>Requirements of the post</b>	Friendly and welcoming whilst being adaptable, flexible, sensitive and diplomatic. Committed to the ethos of Clan. Ability to work well under pressure. Must be physically able to assist with room set-ups. Successful completion of the in-house listening and support training course. Safeguarding Training. Successful PVG.	

Line Manager	Employee
Name:	Name:
Signature:	Signature:
Date:	Date: