



Administrator/Receptionist

Eastbourne Advice

Job Details

Ref: 444

BHT Sussex

BHT Sussex is a charity and a registered housing association working across Sussex.

BHT Sussex's Mission is to combat homelessness, create opportunities, and promote change and aims to achieve this Mission through a network of interlinked projects. By providing direct, practical services combined with a commitment to challenge the causes of poverty and inequality, we hope to achieve a supportive structure which men and women can use in a variety of ways to improve the quality of their lives.

For more information please see our website www.bht.org.uk.

Project/Department Summary

BHT Eastbourne Advice is a busy, independent advice centre, providing specialist advice covering housing, welfare benefits and money guidance.

Job Summary

The main purpose of the job is to provide a welcoming initial point of contact for clients and referrers, providing information about the services we offer, taking relevant details about their situation and booking and managing appointments.

The post will ensure the smooth running of the service and ensure that clients have provided the required information in advance of their appointment and details are correctly stored on our contact management system.

At the moment most initial enquiries are made by telephone and email. However some face-to-face work may be required if people are unable to make contact via telephone or email.

Other administrative work will be required to support the needs of the service which may include managing incoming post, emails, scanning or copying documents etc.

The post is based at our office, close to the railway station. Home working is not relevant to this post.

Salary

Salary is paid monthly in arrears and will be £21,502 (pro rata) per annum. An employer's pension contribution of 5.5% is also paid (reviewed annually).

Hours of Work

This is a fixed term contract up until 31st March 2022 covering the secondment of an employee. The hours of work will be for 15 hours per week working 3 hours a day, Monday to Friday. We can be a little flexible about the actual working times but our preferred working times are 9am to 12 noon. BHT Sussex does not pay overtime but will grant "time off in lieu" if agreed by the Project Manager.

Annual Holidays

The annual leave entitlement will be 185 hours (25 working days), rising 1 day for each year of service to a maximum of 222 hours (30 days) pro rata.

Closing Date

13th September 2021

Interview Date

20th September 2021

We regret that we are unable to reply to every job applicant. However, if you are called for interview, you will be notified within seven days of the closing date.

BHT Sussex operates an Equal Opportunities Policy