



Wellbeing-Empowerment-Employment  
Integrating Ethnic Minority Women in Scotland

## RECEPTIONIST & CLERICAL ASSISTANT (\*female)

<b>Job Description</b>	Receptionist and Clerical Assistant
<b>Job Hours</b>	16 hours per week over a minimum of four days
<b>Location</b>	Edinburgh
<b>Terms and conditions</b>	25 days annual leave pro rata to be taken during school holidays in addition to all public holidays
<b>Line-manager</b>	Administrator
<b>Salary</b>	£15,925 pro-rata

### Main purpose of the Job

To be the first point of contact for anyone contacting or coming to Saheliya; presenting the welcoming, friendly, empathic, professional face of Saheliya whether on the phone, in face-to-face contact, or when practising general office duties.

To provide information for women wishing to attend Learning Hub activities

To liaise with the Learning Hub staff and Lead Saheliya Administrator, to facilitate the smooth functioning of Saheliya's office and learning services.

Head Office: 125 McDonald Road, Edinburgh EH7 4NW Tel: 0131 556 9302

St Rollox House, 130 Springburn Road, Glasgow G21 1YL Tel. 0141-552-6540

Email: Edinburgh: [info@saheliya.co.uk](mailto:info@saheliya.co.uk); Glasgow: [admin.glasgow@saheliya.co.uk](mailto:admin.glasgow@saheliya.co.uk) ; Website: [www.saheliya.co.uk](http://www.saheliya.co.uk)

Saheliya is a registered company (SC209861), recognised as a charity (SC020069), and regulated by the Care Inspectorate CS2004080698



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### **Job description**

- Carry out reception duties to ensure anyone calling Saheliya or coming into Saheliya feels welcome and is directed to the appropriate member of staff or area of the building.
- Answer phone calls and redirect as appropriate, responding to phone queries about Saheliya's Learning Hub
- Undertake clerical duties including photocopying, collating learners' information packs, etc
- Maintain the reception area and ensure all Learning Hub information available at reception is up to date.
- Maintain strict confidentiality at all times.
- Maintain a professional profile at all times.
- Take part in regular support and supervision, team, and full staff meetings.
- Take part in on-the-job training as part of career progression with Saheliya.
- Work in line with Saheliya's Policies, Procedures and ethos
- Carry out other appropriate tasks to ensure the smooth running of Saheliya.

### **PERSON SPECIFICATION**

#### **Essential qualities:**

- Good spoken English; able to read and write English competently
- High level of politeness, including an excellent telephone manner.
- An understanding of confidentiality and data protection and the ability to observe confidentiality at all times.
- The ability to work as part of a team
- Lived experience of the issues that face BME women in Edinburgh.
- Willingness to learn additional skills relevant to maintaining good customer care and to running an efficient office.
- Enthusiasm for providing high quality services to BME women

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**Desirable qualities:**

- The ability to speak one of Edinburgh's BME community languages.
- The ability to read and write that language.
- Experience of working with office systems.
- Understanding of mental health issues.

**Closing date for applications:** Monday 20<sup>th</sup> August 2018 (10am)

**Interviews:** Tuesday 28<sup>th</sup> and Wednesday 29<sup>th</sup> August 2018

**Please send your application to:** [info@saheliya.co.uk](mailto:info@saheliya.co.uk) or Recruitment, Saheliya, 125 McDonald Road, Edinburgh, EH7 4NW

**For further details contact:**

Saheliya, 125 McDonald Road, Edinburgh EH7 4NW

Tel: 0131 556 9302

Email: [info@saheliya.co.uk](mailto:info@saheliya.co.uk)

Website: [www.saheliya.co.uk](http://www.saheliya.co.uk)

*\*The Equality Act 2010 (part 1, Schedule 9) applies to this post. Applications are therefore restricted to female candidates only.*

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