

Receptionist and Administrative Assistant (AA)

Department of Infrastructure - Bus Vannin

About the Role

We are looking for a Receptionist and Administrative Assistant who relishes a busy, challenging and varied position at the heart of our organisation within Transport Services.

You will be responsible for reception duties and a variety of administration tasks. The main duties of the post will include:

- Staff the Reception area at Bank Circus assisting visitors.
- Staff the switchboard facility at Bank Circus diverting calls as necessary and dealing with queries as appropriate.
- Collate and distribute incoming and outgoing post and correspondence.
- Control and monitoring of stationery, paper, etc. and collation of orders and invoicing as required. Also, the monitoring and ordering of beverage supplies, purchases, deliveries and their distribution and invoicing to other sectors within Transport Services.
- Administration support (including note taking, filing & typing) as and when required.
- Assisting with the facilitation of meetings including ensuring meeting rooms are prepared and the provision of beverages / refreshments for visitors and the Senior Managers / Director.
- Manage complaints inbox, distribute, collate data for monthly reports and confirm that the enquiries are completed within a clear time frame where possible.
- Digital activity monitoring and reporting.
- Free School Travel – process the FST applications, collate data and send out letters to applicants.
- Assist the Go Card Administrator with Go Card administration as and when required.
- Such other duties relevant to the grade as may be allocated from time to time.
- To undertake relevant training as and when required.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
A minimum of 5 GCSEs, including Mathematics and English, or equivalent qualifications.	D	CV
Experience in providing administrative support.	D	CV/Interview
Experience of working in a customer service environment.	E	CV/Interview
Experience answering phones and dealing with the public	D	CV/Interview
Experience working with corporate records, compiling, storing and managing.	D	CV/Interview
Experience of ordering stationary and processing invoices.	D	
Builds supportive relationships.	E	Interview
Is professional and credible.	E	Interview
Capability		
Effective communication skills, both verbal and written.	E	CV/Interview
Competent user of Microsoft Office suite of applications.	E	CV/Interview
Good planning and organisational skills.	E	CV/Interview
Effective interpersonal skills and the ability to communicate with people at all levels.	E	CV/Interview
Ability to work with minimum supervision.	D	CV/Interview
Makes considered decisions.	E	Interview
Character		
Reliable and flexible – able to respond positively to changing demands.	E	Interview
Able to work as part of a team.	E	Interview
A demonstrable commitment to delivering quality services.	E	Interview
Has positive energy and drive.	E	Interview
Other requirements		
Isle of Man Worker.	E	Application