

**Position Title:** Administrative Coordinator (Reception & Office Support)

**Reports to:** Executive Secretary

**Employment Type:** Full-time (37.5 hours per week)

**Location:** North England Conference Office, Nottingham

### **Overview**

The Administrative Coordinator (Reception & Office Support) is responsible for delivering a high standard of front-of-house service alongside administrative support across departments within the North England Conference.

As the first point of contact for visitors, callers, and stakeholders, the postholder plays a key role in representing the organisation in a professional, welcoming, and service-oriented manner. The role also supports the effective coordination of office operations and administrative processes, contributing to the smooth day-to-day running of the NEC office.

### **Key Responsibilities**

#### **Reception & Front-of-House**

- Act as the first point of contact for all visitors and enquiries, both in person and via telephone
- Answer, screen, and redirect incoming calls appropriately
- Provide a professional, courteous, and welcoming experience at all times
- Maintain a clean, organised, and presentable reception area
- Manage incoming and outgoing post, including sorting and distribution

#### **Administrative Support**

- Provide administrative support across departments as required
- Assist with preparation of documents, correspondence, and reports
- Support the coordination of meetings, bookings, and appointments
- Maintain accurate filing systems (electronic and paper-based)
- Carry out general administrative duties in line with departmental needs

#### **Office Coordination**

- Monitor and order office supplies, including stationery and refreshments

- Support the day-to-day running of shared office functions
- Assist with onboarding administration and general office processes
- Ensure office areas remain organised and well-maintained

### **Communication & Service Delivery**

- Respond to enquiries in a timely and professional manner
- Liaise effectively with internal teams, churches, and external contacts
- Demonstrate strong customer service and telephone etiquette at all times
- Represent the organisation positively as the “front face” of the NEC

### **Compliance & Confidentiality**

- Handle sensitive information with discretion and professionalism
- Ensure compliance with organisational policies, including data protection
- Support safeguarding practices where required

### **Qualifications & Experience**

#### **Essential**

- Previous experience in an administrative or office-based role
- Strong organisational skills and attention to detail
- Excellent communication and interpersonal skills
- Confident telephone manner and customer service skills
- Proficiency in Microsoft Office (Word, Excel, Outlook, PowerPoint)
- Ability to prioritise tasks and manage workload effectively

#### **Desirable**

- Experience working in a charity or faith-based organisation
- Experience supporting multiple departments or stakeholders
- Familiarity with administrative or HR systems

#### **Personal Attributes**

- Self-motivated, enthusiastic, and reliable with strong time management and punctuality
- Professional, approachable, and service-focused

- Proactive and able to use initiative
- Flexible and adaptable in a dynamic environment
- High level of integrity and discretion

### **Faith Requirement**

The successful applicant must be a baptised and practising member of the Seventh-day Adventist Church, with a commitment to its beliefs, mission, and values.

This is an Occupational Requirement in accordance with the Equality Act 2010 (Schedule 9).

### **Safeguarding**

The North England Conference is committed to safeguarding and promoting the welfare of children and vulnerable adults. The successful applicant will be subject to DBS and appropriate background checks.

### **General**

The postholder may be required to undertake any other duties commensurate with the role, as reasonably requested by line management or Conference Administration.