



## MEDECINS SANS FRONTIERES/DOCTORS WITHOUT BORDERS (MSF) UK

### APPLICATION INFORMATION PACK

<b>JOB TITLE:</b>	Receptionist
<b>DEPARTMENT:</b>	Finance and Office Services
<b>HOURS:</b>	37.5 hours per week, Mon-Fri
<b>LENGTH OF CONTRACT:</b>	Permanent
<b>LOCATION:</b>	London – 100% in office
<b>REPORTS TO (JOB TITLE):</b>	Office Manager
<b>SALARY:</b>	£24,033.89 - £26,063.42 per annum
<b>BENEFITS:</b>	<p>28 day's annual holiday entitlement (pro rata for part time staff) plus Public/ Bank Holidays.</p> <p>MSF UK currently provides an employer pension contribution of 10% of salary after 3 months continuous employment.</p> <p>Access to independent, free and confidential 24/7 advice on a range of issues, including personal relationships, mental health, bereavement, finances, childcare or work-related issues.</p> <p>Cycle Scheme or Bike Loans available.</p> <p>Group Life insurance currently set at a minimum of 4x basic salary.</p>
<b><u>JOB PURPOSE</u></b>	
<p>The receptionist in MSF plays a key role in providing the best possible welcome to anyone who enters the office and in ensuring smooth running of supporting functions of the MSF London office. The receptionist has a significant impact through providing great service to donors, visitors and callers. They undertake a wide range of administrative tasks as well as assist with managing of office services volunteers.</p>	

The reception function is right at the heart of the MSF office and really impacts creating a positive working environment and office culture as a whole.

## **DIMENSIONS**

**Please note: This role is 100% office based; remote working is not possible.**

The receptionist reports directly to the Office Manager and assists in managing up to about 5 reception volunteers. This role also partially reports to Office Manager assistant.

The role is responsible for 1 reception in a busy London office with up to 120 employees. The post needs to manage people outside MSF (supporters, suppliers, general members of the public) and inside MSF (staff). The role requires lots of interaction with callers and supporters and needs good people skills and organizational skills.

Manages 3 email inboxes including their own.

Processes PO's related to office sundry costs. Manages stock takes and reordering of stationery, consumables, etc. These categories of items are budgeted yearly at about 5k.

Must have good verbal communication skills to be able to work with suppliers, donors and internal staff and know how to delegate to the right person in the office.

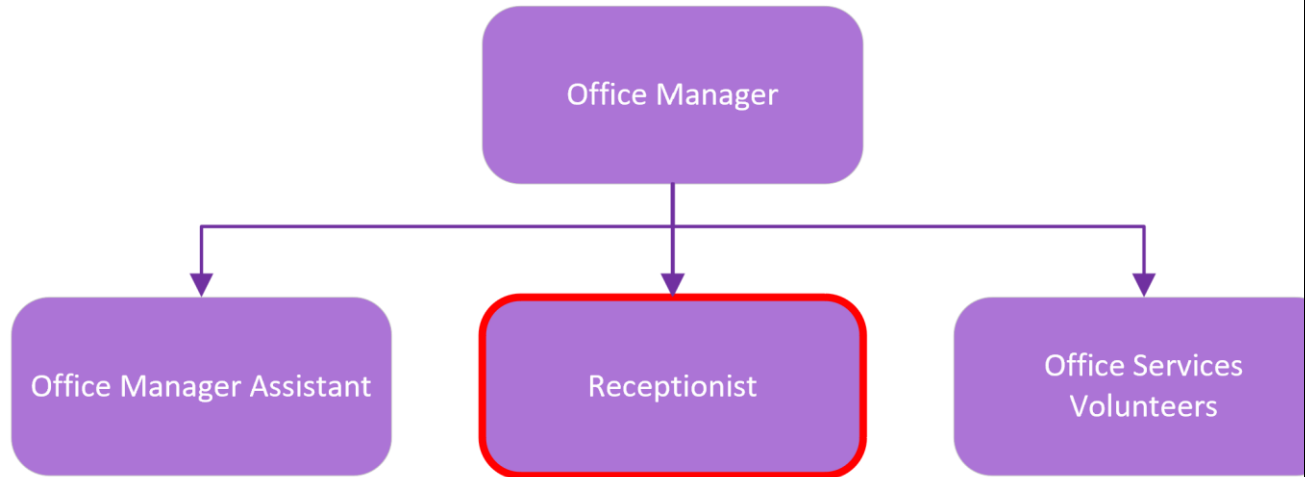
This role is involved in organizing the yearly Christmas party and similar events and dealing with external suppliers as well as any internal events and activities that are related to the office and the Wellbeing group.

Carries out routine simple H&S checks and records their outcomes and reports this to OM.

## **ORGANISATIONAL STRUCTURE**

The receptionist role reports directly into the Office Manager who in turn reports to the head of Finance and Services.

There are up to 5 reception volunteers who indirectly report to the receptionist, but they are line managed by the Office Manager.



## **CONTEXT**

The Services team is formally made up of the Office Manager, Office Manager Assistant and Receptionist, headed up by the Head of Finance & Office Services. It is a function that liaises directly with a number of cross-departmental groups within MSF UK, as well as with our office volunteers and our donors and supporters who call in to either donate or ask questions about what we do.

The Services team has a particularly strategic focus on “office as community”, and how we can use our influence to promote diversity and inclusion, and wellbeing. We see the Receptionist role as critical to our success in this area.

The role is the first point of contact for any visitors or suppliers to the office as well as being the first point of contact for any calls from the public and donors.

## **ACCOUNTABILITIES**

Ensure smooth running of the reception, answer calls, careful handling of post, deliveries and couriers, welcoming visitors, ensuring security procedures are observed.

## **KEY PERFORMANCE INDICATORS**

All reception functions are running smoothly, calls are being answered correctly and professionally, couriers are well managed, visitors are welcomed, post is correctly processed, and security is ensured.

<p>Maintain well stocked up and clean office. Reorder supplies when needed. Coordinate with cleaners and organise necessary repairs. Water plants.</p> <p>Assist with various events to help maintain wellbeing in the office, namely community day lunch and Christmas party.</p> <p>Assist with general admin, note taking, research, H&amp;S admin and checks, maintaining of email inboxes and occasional ad hock tasks and errands.</p> <p>Give great “customer service” to our supporters and visitors on the phone and in person.</p> <p>Support volunteers working on reception to make sure the reception area is covered at all times and make sure that the volunteers are valued and feel included during their time at MSF.</p>	<p>Office is clean, well-organised, properly maintained and well stocked up.</p> <p>Community day lunch and other events are running smoothly and are well prepared.</p> <p>Admin tasks are carried out diligently, H&amp;S checks are carried out as agreed and properly documented, email from assigned inboxes are regularly and correctly processed, ad hock tasks carried out with flexibility and right prioritisation,</p> <p>Phone are handled with utmost care, professionalism, and politeness. Visitors are welcomed and securely processed.</p> <p>Ensure that volunteers feel valued and supported whilst ensuring there is enough phone cover.</p>
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**CHALLENGE & CREATIVITY / DECISION-MAKING**

- Be first point of contact for public enquiries in answering the telephone, responding to simple enquiries and putting calls through to the relevant staff member or fielding calls when necessary.
- Liaise with the Supporter Care Team (Fundraising) for best practice in addressing public enquiries. Also work closely in coordinating incoming fundraising and supporter telephone calls, particularly in times of peak demand or when logistics require it.
- Creating interactive events for staff to participate in that reflect culture, health and diversity awareness.
- Taking initiative in maintaining the office culture and striving to improve on it.
- Being very proactive in undertaking tasks around the office to keep the office well presented and well stocked.

## **KNOWLEDGE, SKILLS & EXPERIENCE**

- Previous office, reception and front of house experience.
- Understanding of a cloud based telephone system.
- Proven verbal communication skills with a good, clear telephone manner and customer service approach.
- Good written skills including the ability to write clearly and accurately.
- Good computer skills including speedy typing.
- Ability to organize and keep spaces tidy.
- Proficient experience in the practical use of personal IT equipment and Microsoft Office 365 suite. The ability to effectively collaborate and communicate within a hybrid working environment utilising Teams, SharePoint, One Drive and Yammer.

## **COMPETENCIES**

- Excellent organization skills with the ability to multi-task to manage a busy reception desk. Confidence to delegate tasks and manage expectations of those requesting assistance in a friendly and helpful manner.
- Well organised, proactively keeping spaces tidy.
- Ability to work effectively across teams and build good working relationships and the ability to stay calm under pressure with a friendly and helpful manner. Ability to work with supervision and autonomously.
- Attention to detail and ability to deal with highly sensitive information, calls and documents.
- Proactive with a 'Can do' attitude and flexibility to prioritize a varied workload with the ability to work effectively across teams and build good working relationships and staying calm under pressure
- A genuine interest in and commitment to the humanitarian principles of MSF. Aligned with MSF values.

## **ADDITIONAL INFORMATION**

### **Diversity, Equity and Inclusion**

We are a welcoming, diverse, and inclusive organisation. MSF UK thrives when everyone feels comfortable bringing their best self to work. We celebrate difference, whilst striving to create an environment where colleagues feel respected and valued for their unique potential. We are

committed to our values on equity, diversity, and inclusion. Please read our [Equality & Diversity policy](#) for more information.

**MSF UK is an equal opportunities employer. We are committed to diversity and creating an inclusive environment for all employees. We encourage applications from all sections of our diverse community.**

### **Safeguarding**

MSF UK/IE is dedicated to safeguarding everyone who comes into contact with the organisation, for whatever reason and however brief. All posts are subject to safer recruitment process which include robust reference requests, scrutiny of employment history and where applicable criminal record and barring checks.

Our safeguarding commitment is underpinned by policies and procedures which encourage and promote safe working practice across the organisation. On joining MSF UK/IE you will be required to attend safeguarding training to ensure responsibility for and maintaining safe working practice and to safeguard our teams, beneficiaries, and communities.

### **Right to work in the UK**

**Candidates must have the right to work in the UK.** Please [click here](#) to check whether you have the right to work in the UK. If you would like to discuss your right to work status further, please contact [recruitment.UK@london.msf.org](mailto:recruitment.UK@london.msf.org).

### **HOW TO APPLY**

Please apply on our website by submitting a copy of your **CV** together with a **letter of motivation (please upload as one document)** by the closing date.

*Incomplete applications will not be considered.*

### **Application checklist**

Please check that you have included the following in your application:

- An up-to-date CV
- Letter of Motivation, which is a supporting statement demonstrating how you meet the key requirements of the role

### **Recruitment timetable:**

- **Closing date for applications: 30 November 2023, 11.59pm (GMT)**
- **Interviews: TBC**

## **Accessibility**

We are committed to removing barriers for people with specific accessibility needs. If you need an adjustment to the recruitment process to be considered for the role, please let us know by contacting [recruitment.UK@london.msf.org](mailto:recruitment.UK@london.msf.org)

Examples of adjustments we can make:

- offering you an alternative if you are unable to use our online application system
- providing necessary information, such as the job description or assessment materials, in an alternate format
- allowing you to have someone with you during an interview for example, a Sign Language interpreter.

For questions, issues or further information, please contact [Recruitment.UK@london.msf.org](mailto:Recruitment.UK@london.msf.org).

We look forward to receiving your application!