

**CORPORATE SERVICES DIRECTORATE**  
**RECEPTION AND ADMIN ASSISTANT**  
**(fixed term for 2 years, part time 22.5 hours/week, band A)**

**Purpose**

The post holder will provide a courteous and helpful first point of contact to all external customers on behalf of the Cairngorms National Park Authority. They are expected to contribute to the smooth running of the Cairngorms National Park Authority Granttown-on-Spey office, and provide administrative, housekeeping and reception services for all staff in the office. In addition, provide administrative support to the organisers of the Europarc Conference, which CNPA is hosting in September 2018.

**Responsibilities**

Specific responsibilities include:

- Covering the reception desk and providing helpful first point of contact to visitors, which includes dealing with general enquiries from the public/agencies/partners both by phone and in person in a helpful and friendly manner and when appropriate, making sure their query reaches the correct member of staff;
- Maintaining the reception area including stocking of Reception leaflets;
- Recording and distributing incoming and outgoing mail;
- Setting up rooms for meetings, including making tea and coffee for meetings, and ordering food as required;
- Stocking up paper/envelopes/leaflets in the admin office;
- Dealing with multi-functional devices (printer/photocopier/scanner), including troubleshooting;
- Accommodation and travel bookings for staff;
- Responding to requests for filing/copying/document processing/laminating;
- Assisting Support Officers as required and contributing to the smooth running of the CNPA Admin office;
- Europarc Conference support – arranging orders and delivery of materials/stands/Audio and Visual equipment; admin support for mailings, travel and accommodation bookings, photocopying supporting documents, supporting delegate registration etc

**General**

- Contribute to the work of the Corporate Services Directorate and CNPA as a whole and ensure compliance with financial procedures;
- Contribute to the delivery of the National Park Partnership Plan;
- To conduct other work, as necessary;
- All post holders are required to be flexible with regards their job description so that the organisation can adapt to new opportunities and priorities over time.

**Personal Specification - Knowledge, experience and training**

**ESSENTIAL**

- Must have keyboard skills and some computer knowledge of at least Outlook, and Microsoft Word;
- Ability to work in a small office environment where multi-tasking is essential;
- Must be well organised and a quick learner;
- Must be confident dealing with enquiries in person and on telephone;

**DESIRABLE**

- Experience of administration and customer services;
- Knowledge of Gaelic would be an advantage
- Driving Licence

September 2017