



Post: Receptionist/Office Administrator

Department: Housing and Support

Reports to: Office Manager

Salary: £23,634

Hours per week: 37.5 hours per week

Working Hours: 9 am – 5 pm, 37.5 hours per week

Contract: Permanent

Location: Third Floor, Derwent House, 42-46 Waterloo Rd, Wolverhampton WV1 4XB

Closing date: 07/02/2025

About ACH

Our vision is to empower refugees and migrants who reside in the UK to lead self-sufficient and ambitious lives.

ACH is a social enterprise comprised of a diverse group of strategists and researchers led by lived experience. We provide tailored integration services that not only help individuals, but also disrupt the systems that have entrenched inequalities in our society.

We have a track record of delivering effective support services that give refugees and migrants the tools they need to succeed. In 2021 alone, we have helped 1000+ people to achieve their personal goals and lead fulfilling lives in their new country.

By working with us at ACH, you will be supporting refugees and migrants to build a better, brighter future.

Purpose of job

We are looking for person to work on reception to support the office with administration. The responsibilities include working closely with the Office Manager, Housing and Support teams to complete admin to a high standard.

Key Responsibilities

- Manage Staff and Visitor sign in sheets, making sure all staff and visitors sign into the correct sheet and sign out when they leave.
- Update the tenant details and send to the council and all staff every Monday
- Send text messages to all tenants regarding Service Charge weekly.

- Regularly update Salesforce leads and contacts.
- Taking calls from the main phone line and taking any notes for other members of staff if they are unable to come to the phone
- Converting Leads to Contacts when needed
- Updating and managing tenant files both Digital (Salesforce) and Physical Folders
- Updating property information such as certificate expiry dates and uploading said certificates to Salesforce and putting the physical copy in folders
- Logging and updating repairs
- Booking and managing appointments on Team Up
- Taking minutes during meetings
- Reception Duties, such as answering the door, speaking to clients when they arrive and informing the necessary members of staff of any appointment arrivals
- Collecting post and giving to the correct member of staff
- Checking deliveries to make sure the items that were ordered are all there
- Support housing officer as and when required.
- Carry out regular support work with tenants housed by ACH.
- Update salesforce CRM logging all support provided.
- Engage with ACH tenants to ensure they are supported
- Support Office Manager with general office administration.

Person Specification

	Essential	Desirable
Qualifications	Educated to GCSE level or equivalent.	
Experience	Previous Admin Experience	Experience of working with refugees or marginalised communities Experience of providing support to tenants.
Knowledge		A knowledge of Salesforce
Skills	Competent in MS Office Word, Excel, and PowerPoint Good admin and organisational skills Strong verbal and written communication skills. Able to plan, use initiative, prioritise own workload and	

	meet deadlines, maintaining a detailed and accurate approach to work tasks	
Personal Attributes	A commitment and desire to support refugees with their integration in the UK	
Other	A commitment to health and safety policies in the work place. Comply with Safeguarding, Prevent, and Equality & Diversity Policies and Procedures at all times.	

How to apply

To apply please complete our application form on our website

For an informal conversation or to find out more about ACH or the role, please don't hesitate to contact our HR Officer Abbas Bukhari at abbas.bukhari@ach.org.uk

Due to the nature of this post, an enhanced DBS check will be undertaken for successful applicants, but only with their prior consent.

Applicants need to have right to work in the UK to be considered for this role.