



RECEPTIONIST

We are currently seeking a Receptionist to support our popular Gurkha Welfare Advice Centre (GWAC). The role provides office, clerical and administrative support in order to ensure that services are delivered effectively and efficiently.

Job Title	Receptionist
Place of Work	Gurkha Welfare Advice Centre Aldershot, Hampshire
Salary	Between £18,000 and £20,000 per annum
Job type	Full time permanent
Closing date for application	4 April 2019

Interviews will take place in Aldershot on **Monday 15 April 2019**

THE ROLE

- Greeting clients and dealing with their initial queries.
- Answering, screening and forwarding any incoming phone calls while providing basic information when needed, and maintaining the Visitors' Log Book and monthly visitors statistics.
- Organising the appointment diary including taking appointment bookings over the phone, issuing completed appointment slips, and handing out official documents, leaflets and informative documents to clients.
- Verifying the identity of visitors and maintaining the main door entry arrangement to avoid overcrowding.
- Updating Clients' records on the customer relationship management (CRM) programme.



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- Issuing Service pension statements and personal documents to the right clients.
- Ensuring all essential documentations are ready prior to DWP Pension Credit interview, and informing clients of their appointments.
- Providing general office administrative and clerical support.
- Assistance with translation on an occasional basis.
- Supporting the Gurkha Welfare Advisors and the Assistant Gurkha Welfare Advisor as required.

REQUIRED BACKGROUND, SKILLS AND QUALIFICATIONS

The successful applicant will have:

- A comprehensive understanding of the Brigade of Gurkhas and of Nepal and its culture.
- Fluent in English and Nepali with excellent spoken and written communication skills.
- A broad capacity for both organisational and administrative skills.
- Personal qualities should include integrity, enthusiasm, initiative, flexibility and a friendly, courteous and approachable personality.
- Empathy with the Trust's values and the highest level of integrity.
- Good IT skills.
- Experience of Service welfare work would be helpful and a knowledge of Service and civilian welfare systems, including roles of ABF, TRBL and SSAFA.



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For further enquiries, please contact us on:

Tel: 01722 343111 or 01252 315152

Email: bishnupun@gwt.org.uk or mahendra-gwac@gwt.org.uk

To apply: Please submit your CV and covering letter to:

HR

The Gurkha Welfare Trust

PO Box 2170

22 Queen Street

SALISBURY

SP2 2EX

or by Email to: bishnupun@gwt.org.uk

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