



RECEPTIONIST

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

Role	Receptionist
Place of Work	Aldershot, Hampshire
Salary	Between £18,000 - £20,000 per annum
Contract Type	Permanent
Hours of Work	Full-time (37.5 hours with an hour unpaid break for lunch) It is essentially office based with occasional meetings out of the office. Time off in lieu is offered for any out of hours working.
Probation	Six months
Annual Leave	25 days plus Bank Holidays
Pension	The Trust runs a contributory pension scheme where it will double match your contribution up to a maximum of the Trust contributing 10% of your salary.
Private Health Insurance	Upon successful completion of the probationary period, the Trust will fund the cost of private medical insurance equivalent to BUPA Heartbeat.
Application Deadline	Ongoing

Interviews will take place in our office in Aldershot. **Date TBC.**



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MAIN DUTIES AND RESPONSIBILITIES

This role's primary responsibilities will be as follows:

- 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 visitor 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.
- 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 as required.
- Undertake other duties as may reasonably be required by the Gurkha Welfare Officer and the Brigade Welfare Officer.



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PERSON SPECIFICATION

Essential

- 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
- IT literate, with excellent Word and Excel skills

Desirable

- Understanding of the work of The Gurkha Welfare Trust.
- Experience of Service welfare work would be helpful and a knowledge of Service and civilian welfare systems, including roles of ABF The Soldiers Charity, TRBL and SSAFA.

QUERIES

If you have any questions over the job description or terms and conditions, please get in touch with us:

Telephone: 01252 315 152 (Aldershot) or 01722 323 955 (Salisbury).

Email: info@gwt.org.uk

Applicants should send a CV and Covering Letter to our HR team at bishnupun@gwt.org.uk or by post to:

HR, The Gurkha Welfare Trust, PO Box 2170, 22 Queen Street, Salisbury, SP2 2EX