

Job Framework:

JOB TITLE



General role information

Job Title:	Receptionist and Administrative Assistant
Reporting to:	Contracts and Facilities Manager
Salary Band:	
Notice period:	
Career Band:	
Budget Responsibility?	No
Direct Reports?	No
Client facing role?	Yes

Introduction:

MSI Reproductive Choices is one of the world's leading providers of sexual and reproductive healthcare. We believe that everyone should have the right to choose. From contraception to safe abortion and life-saving post-abortion care, we are committed to delivering compassionate, affordable, high-quality services for all.

Today, our organisation has over 9,000 team members working in 37 countries across the world. Our success lies in the fact that MSI teams are locally led, entrepreneurial and results-driven, and are passionate about delivering high quality, client-centered care in their own communities. As a social business, we focus on sustainable delivery, efficiency, and funding models that are built to last, so that the women and girls we serve today will have a choice in the future too.

We know that access to reproductive choice is life changing. For some, it can mean the ability to complete an education or start a career. For others, it means being able to look after the family they already have. For everyone, it means the freedom to decide their own future, creating a fairer, more equal world.

The role

As a receptionist, you will be the first point of contact for MSI staff, visitors, and contractors. Duties include offering administrative support across the organization, welcoming and greeting guests who visit the business. You will also coordinate front-desk activities, including distributing correspondence, Mail, deliveries and redirecting phone calls.

To be successful in this role, you should have a pleasant personality, as this is also a customer service role. The role also requires that you should also be able to deal with emergencies in a timely and effective manner, while streamlining office operations. Multitasking and being able to manage demands are timely essential for this position.

All MSI Reproductive Choices job framework is subject to a language neutrality test prior to approval and we're always looking for new ways to make our recruitment process as fair and unbiased as we can. If you'd like to provide feedback on MSI Reproductive Choices recruitment process, please do so via email to

recruitmentinbox@msichoice.org

Key Responsibilities

- Telephone Calls: answer the main phone, transfer calls, and take messages in a professional succinct manner using tact and discretion as required
- Visitors: welcome visitors to the building and ensure they are signed in and inform the team member their visitor has arrived
- Deliveries: on arrival of deliveries, contact the team member and ensure the stock is taken to the appropriate location
- Mail: sort post into relevant pigeonholes and distribute to teams in a timely manner. Inform team members of 'signed for' or urgent mail. Collect and prepare outgoing letters and parcels for Royal Mail, DHL, or other courier services collection.
- Meetings: approve room bookings on the intranet, arrange for projectors, refreshments, and lunch as and when required
- Order office supplies: stationary, leaflets and other publications as and when required
- Typing: including routine correspondence, listings, and reports (using Word, Excel & PowerPoint)
- General office duties: faxing, filing, photocopying, and franking mail
- Provide occasional administrative support to other MSI teams
- Cover holiday and sickness: ensuring the front desk is always covered
- Ensure reception area is tidy and presentable, with all necessary stationery and material (e.g., pens, forms, and brochures)
- Provide basic and accurate information in-person and via phone/email
- Receive, sort, and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Keep updated records of office expenses and costs
- Maintain health and safety standards in the office and report repairs and issues
- Monitoring storage needs and office management requirements
- Liaising with contractors to ensure that works have been carried out (cleaning, waste collection). etc

Any other duties as requested by the Office Manager or Senior Management Team To succeed in this role

Key Skills

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To perform this role, it is **essential** that you have the following skills:

- Proven work experience as a Receptionist, Front Office Representative, or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- [] High school degree; additional certification in Office Management is a plus

Key Experience

To perform this role, it is **essential** that you have the following experience:

- Administration experience performing general office duties.
- Experience working in customer service

Formal Education/qualification

- GCSE's (or equivalent) in English and Maths

Personal Attributes

We recruit talented, dynamic people with diverse backgrounds and experiences, all united by a belief in our mission and a focus on delivering measurable results. We're proud to be an equal opportunities employer and are committed to creating a fully inclusive workplace, where everyone feels able to participate and contribute meaningfully. You must be open-minded, curious, resilient, and solutions-oriented, and be committed to promoting equality, and safeguarding the welfare of team members and clients alike.

For this role, we're looking for an individual who is:

- Committed to the protection of team members and clients, with a focus on vulnerable groups.
- Able to role-model inclusive and culturally sensitive attitudes and behaviours.
- Outgoing, friendly and approachable.
- Able to stay calm under pressure
- Flexible and adaptable.
- Tidy and organised.
- Must enjoy working with others and as part of a team.
- Pro-choice on abortion and an advocate of the MSI mission of children by choice not chance

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Our Values

Mission Driven: With unwavering commitment, we exist to empower women and men to have children by choice not chance.

Client Centred: We are dedicated to our clients and work tirelessly to deliver high-quality, high-impact services that meet their individual needs.

Accountable: We are accountable for our actions and focus on results, ensuring long term sustainability and increasing the impact of the Partnership.

Courageous: We recruit and nurture talented, passionate, and brave people who have the courage to push boundaries, make tough decisions and challenge others in line with our mission.

Resilient: In challenging situations, we work together and support each other, adapting and learning to find solutions, whatever we're up against.

Inclusive: We believe that diversity is a strength. We all play our part in creating a culture where every team member can thrive, feel valued and contribute meaningfully to our mission, and where all our clients feel welcome and supported.

By signing below, you indicate that you have read and agree to this job framework.

Full Name:

Signature:

Date:

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