

JOB DESCRIPTION

POST TITLE:	Receptionist Team Leader
RESPONSIBLE FOR:	Receptionists
REPORTING TO:	AD of Operations
HOURS:	27.5 hours
TERM OF POST:	Permanent
SALARY:	£26,950 FTE

PURPOSE OF THE POST

We are looking to recruit a Reception Team Leader who will be the first point of contact for families and other visitors to the Centre. Your duties will also include offering administrative support to the Family Services Department as required, co-ordinate front-desk activities, including distributing correspondence and redirecting phone calls.

You should be able to deal with busy periods in a timely and effective manner. This role will require you to cover annual leave with your job share and to cover unplanned leave and sickness where possible, so flexibility is a plus. You will be supported by volunteers.

DUTIES AND RESPONSIBILITIES

- Greet and welcome visitors on arrival at the CICC
- Responsible for booking service users, volunteers and visitors into and out of the Centre, ensuring that the Fire Log is accurately maintained at all times.
- Ensure appointment system is accurate and up to date
- Maintain office security by following safety procedures and controlling access via the reception desk (monitor logbook, issue visitor badges)
- Direct visitors to the appropriate person and office
- Manage the Post Room, including access, organisation, and monitoring of stationary items including the signing in sheets, franking machine labels and ink, general stationary items, then requesting re-order
- Provide accurate information to visitors in-person and via phone/email
- Ensure the reception area is tidy and presentable at all times
- Re-stocking of information leaflets as appropriate
- Receive, sort and distribute daily mail & deliveries
- Administrative support to other departments as required
- Supervise volunteers helping on reception
- Outbound calls to confirm appointments in advance
- Managing and maintaining the 'Shop' display area, including conducting transactions, re-stocking, creating displays and stock takes
- Managing the 'Charity' e-mail inbox, assessing and redirecting to the relevant department
- Record and report on hours undertaken by volunteers across all departments
- Ensure sign-posting information is current, up to date and applicable to the enquiry

- Induction and training of reception staff, including appraisals
- Ensuring holiday cover is in place

The above list of duties and responsibilities is not exhaustive and the post holder will be required to undertake other tasks as may reasonably be expected within the scope and grading of the post.

PERSON SPECIFICATION

Essential:

- Numerate and a good standard of spoken and written English.
- Customer services, office administration or reception experience.
- Excellent organisational & timekeeping skills.
- Multitasking and time-management skills, with the ability to prioritise tasks.
- Ability to work on own initiative and part of a team.
- Good IT skills (especially Microsoft Office).
- Professional appearance and attitude.
- Dedicated, passionate, enthusiastic and resilient.
- Effective verbal communication skills.
- Approachable with good interpersonal skills.
- Positive and friendly persona.
- Flexible approach to working hours.

Desirable:

- GCSE's (or equivalent) in English and Maths.
- Experience working in the third/voluntary sector or a healthcare setting.
- Experience working with children with a disability.
- Experience working with volunteers.
- Experience of working in CQC/ISO regulated organisations.
- Occasional UK travel may be required.
- Some flexibility to meet the needs of the business may be required.
- A general knowledge of Health & Safety regulations would be advantageous.

DISCLOSURE AND BARRING SERVICE CHECKS

The Charity is committed to safeguarding children and young people and therefore adopts a safer recruitment approach through a robust recruitment and selection process. All posts within the Charity are subject to DBS checks, in line with the Rehabilitation of Offenders Act (1974). This role is not exempt under the Rehabilitation of Offenders Act and is therefore eligible for a Basic DBS Check.