



RECEPTION ADMINISTRATOR JOB DESCRIPTION

Job title	Receptionist
Hours	8 hours per week
Salary	£10.55 per hour
Responsible to	Centre Manager
Responsible for	Reception

Introduction

The Mildmay Community Partnership (MCP) provides oversight for the Mildmay Community Centre (MCC).

MCC is a multi-service neighbourhood centre that offers a broad range of educational, social cultural and capacity building projects, programmes and services to residents in and around the centre.

Over the last few years there have been noticeable changes within the demographics of the local community. It is therefore our aim to capture these changes by collaboration planning for positive engagements with long-standing and new residents on both the Mayville Estate, the Mildmay ward and the surrounding areas.

The Centre is addressing these changes head on by developing a five-year fundraising strategy that supports our main aims and this strategy provides the centre with a longer-term, sustainable income generation model.

About the role

Our efforts in producing a five-year strategy is dependent on creating, or re-establishing, a deeper footing within the communities that we work in – from positive engagements at the school gates, to canvassing, to networking in parks.

A Receptionist is therefore vital for us to achieve these long-term ambitions. We expect the post-holder to be an experienced and confident communicator in the same or similar role, and who will gather deeper insights into the neighbourhoods we work with, and with two principal objectives:

- Front-line lead on enhancing the organisational brand and
- provision of first-line support in welcoming and creating a positive and memorable customer experience for;
 - o smooth running of reception and the office
 - o assisting guests with technology
 - o promotion of activities and service provision
 - o diary management booking system
 - o monitoring and data collation and input

The post-holder as well as working on their own initiative would also work as part of a team:

Data-capture and monitoring are an important part of our outcomes, whilst working towards targets are always realistic the post-holder therefore has the scope to work flexibly in order to meet the expectations that we set at the start of the working week.

The working atmosphere at the Centre is collegiate, meaning that team members are friendly, open and supportive of one another and we make every effort to welcome all team members.

Job description

The points below are the tasks that are associated with this role and gives the applicant an idea of the work involved. This however isn't an exhaustive list and the post-holder would be expected to demonstrate flexibility as no two days at the Centre are the same.

Overall purpose of role

- ambassador for our organisation
- enhancing the organisational brand
- promote activities and services held at the centre
- to support the growth of MCP's membership

Responsibilities of the post-holder

- A concierge style approach, to sign-posting and provision of knowledge of the area
- ensure the implementation of related policies and practices, namely:
 - o Code of Conduct
 - o Equal Opportunities Policy
 - o Safeguarding policies (both adults and children)
- maintain accurate, and detailed, diary management
- to implement pre-scheduled, bookings, events and meetings
- help build positive relationships with:
 - o Residents
 - o Other not-for-profits and charitable organisations
 - o Local for-profit businesses
- **Reception area**
 - o ensure reception area maintains a welcoming, warm yet professional environment with all necessary stationery and material
 - o receiving visitors at the front desk by greeting, welcoming, directing and announcing them appropriately
 - o receiving and sorting mail
 - o answering, screening and forwarding incoming telephone calls and emails
 - o provide basic and accurate information in-person and via telephone/email
 - o provide other clerical receptionist duties such as filing, photocopying

Person specification

This role would suit an individual who meets the criteria listed below:

Skills

- excellent all-round communication skills;
- Proficiency in Microsoft Office
- Excellent organisational skills
- Multi-tasking and time-management skills with the ability to prioritise tasks
- Solid written and verbal communication
- ability to forge relationships where none exist
- ability to maintain or re-establish relationships with pre-existing users
- effective time-management;
- resourceful, self-starter with confidence to work on own initiative;
- demonstrates an adaptable, flexible and appropriate response to communicating with individuals from broad backgrounds;
- DESIRABLE: experience in using social media i.e. Facebook, Twitter, Instagram.

Experience

- Proven experience as a Receptionist, front office representative either in a similar or same role
- Ability to be resourceful and proactive when issues arise
- experience in managing a sometimes challenging and changing environment
- marketing and promotion of activities
- working with diverse cultures and communities
- solid understanding of some of the ways in which communities and cultural groups function.

Interviews; third week in September 2019. **Start date;** 1st October 2019

Application Details

To apply please provide your CV and covering letter; to include your suitability and motivation for the role. Email; mildmaycp@gmail.com with the subject line;

“Application for post of Receptionist”

Please note; an offer of employment is subject to the receipt of satisfactory references, and DBS checks.

**Due to our limited resources, we will only contact you if we wish to take your application further.*