

JOB PROFILE

Receptionist

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| Location: | Tarling Road Community Hub [TRCH] |
| Responsible to: | TRCH Centre Manager |
| Responsible for: | n/a |
| Salary: | Grade D 24,646 per annum pro rata |
| Hours: | 25 hours per week |
| Annual leave: | 28 days pro rata (inclusive of public holidays) |
| Other Benefits: | Contributory pension scheme & interest free season ticket loan after six months |

Job Purpose: The aim of this post is to support the Tarling Road Community Hub Manager provide a service to commercial and community customers. The Receptionist will assist in managing the hub in a polite and professional manner, greeting users of the Community Hub, reporting repairs and conducting routine checks of the building to ensure that it is well maintained. The Receptionist will also be required to set up equipment and other resources for room/hall hires. In the absence of the manager you will hold delegated responsibility and will be able to work on your own.

Job Context:

The Tarling Road Community Hub [TRCH] is an exciting new venture for City YMCA, London and our mission is to help communities to build a future through participation, consultation, involvement and informed leadership. Our Vision is that TRCH is at the heart of the community providing a sustainable, secure, culturally diverse and accessible space that it is valued and supported by the local community, council and other key stakeholders. TRCH will actively promote, enable, and facilitate activities which enhance provisions for the local community; embrace education, training, wellbeing, employment, social, cultural, recreational needs of the local community.

Principal duties and responsibilities

Reception Operations

- Greet all customers and assist them accordingly and in a professional manner.
- Answer telephones promptly and professionally making sure that the caller receives correct information.
- Handle queries and complaints in an appropriate and efficient manner.
- Carry out administration procedures such as room booking, reporting repairs, conducting routine checks, payments, logging hired equipment and any other tasks that are required.
- Ensure the hub is always appears presentable, which may require some light housekeeping duties.
- Ensure access control is adhered to at all times.
- Maintain a thorough knowledge of all Tarling Road Community Hub activities, facilities and services provided.

- Use allocated spaces to promote local activities and room/hall hire within the building.
- Ensuring the first aid box is accurately replenished

There will be times when you will be working on your own and taking responsibility for the overall running of the building.

Standard Operations:

- Ensure all incidents and complaints are reported and dealt with in line with organisations processes.
- Maintain a visitor signing in and out log in line with City YMCA, London procedure..
- Assist the TRCH Centre Manager in keeping the centre fit for purpose by carrying out regular maintenance and repair checks.
- Correctly and promptly administer all paperwork and computerised necessary (including updating database systems in line with GDPR requirements; monitoring the online booking system and reporting repairs framework.

Customer Care

- Proactively develop and maintain the highest standards of customer care in all areas of responsibility
- Act as a positive role model in delivering excellent customer care with both internal and external clients
- Be resourceful and solution driven in ensuring that we are able to endeavour to go the extra mile
- Need to be able to deal with conflict with internal and external stakeholders.

Other

- Follow the robust monitoring procedures as guided by the TRCH Centre Manager
- Maintain a thorough knowledge and work within all City YMCA's Policies and Procedures (i.e. Code of Conduct, Child Protection and Safeguarding and Health & Safety policies & procedures)
- Undertake other duties commensurate with grade and status
- Attend regular supervision and other personal development activities (training events and occasional overnight).
- Have or undertake first aid and any other training required.

Scope and Limits of Authority

- Responsible for all transactions handled personally at the Customer Services/Reception area
- Access as required to keys and access codes to enable customer care to be carried out effectively as well as opening and closing procedures

Required Skills and Person Specification Receptionist

| Knowledge and Qualifications | |
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| Demonstrate and understanding of how a multi use building operates | Essential |
| First Aid at Work certificate | Desirable |
| Other Languages | Desirable |
| Knowledge of local community [London Borough of Barnet] | Essential |
| Demonstrate and knowledge of a customer journey and satisfaction | Desirable |
| Experience | |
| Work experience (min 2 years) in a face to face public service or commercial environment | Essential |
| Experience of working in a team or standalone | Essential |
| Previous customer services and/or sales experience (min 2 years) | Essential |
| Knowledge of customer services standards and procedures | Essential |
| Experience of working in a demanding environment | Essential |
| Abilities and Skills | |
| Ability to deal with customer conflict | Essential |
| Excellent written and oral communication skills | Essential |
| Intermediate level of Microsoft office packages and IT skills | Essential |
| An organised approach to work and good administrative skills | Essential |
| Enthusiasm and ability to work using own initiative | Essential |
| Excellent interpersonal skills | Essential |
| Polite, confident and friendly manner | Essential |
| Flexible and quick thinking | Essential |
| Able to work unsocial hours and weekends | Essential |