

## JOB DESCRIPTION –

**Job Title:** Wellspring Settlement Receptionist

**Salary:**  Scale **D** Pts **18** –21 £18,800 - £20,952 (successful applicants start at the bottom of the scale).

**Hours:**  23 hours per week (20 per week and every other Saturday 6 hours)

Mon & Thurs 12:15 –17:15, Wed & Fri 8:30 -13:30, every other Sat 9:00-15:30

**Managed by:** Operations Manager

**Place of work:** Wellspring Settlement

**Responsible for:** None

**Job Summary:** To provide reception services and administrative support for the day-to-day management of the Wellspring Settlement. The post holder will work at both the Ducie Road and Beam Street sites.

### JOB TASKS

1. To provide a reception service, welcoming visitors and referring on appropriately.

1. To ensure a welcoming reception environment is maintained for all visitors, staff and volunteers, notifying staff of their arrival where appropriate
2. To respond to and redirect incoming telephone calls as appropriate, announcing calls to CEO team, taking accurate and clear messages, ensuring that urgent messages are dealt with promptly via email or telephone
3. To maintain and update the reception daily diary and task lists. For the Ducie Road site this includes reporting to line managers or duty managers should staff fail to report back as agreed after working off site.
4. Issue and receive visitor parking permits as required (Beam Street).
5. Ensure all visitors sign in on arrival (Beam Street)
6. Ensure all contractors are signed in and out of the building, taking security measures into account.
7. To ensure that the room keys are secured in a lockable key cupboard and issued to appropriate members of staff or tenants when required.
8. Ensure all deliveries are received into the building and receipted as appropriate
9. Provide signposting service for visitors
10. Collect delivered mail. At Ducie Road pass this to Finance for processing. At Beam Street, sort and distribute to appropriate addressees (staff and tenants).
11. To ensure that outgoing post made ready for collection by Royal mail (Beam Street).
12. Provide information on activities etc that are/will be undertaken by Wellspring Settlement, partners and external room hires when asked.

2. To provide a room booking service for the organisation

1. To provide information for room hire and accurately add all bookings to the room hire system, following the room hire procedures. To maintain the room hire records.
2. To ensure housekeeping information in hire rooms / welcome packs is up to date. Ensuring external room hirers are made aware of this information.
3. To ensure provision of equipment and refreshments as requested
4. To confirm all bookings to the relevant person
5. Ensure meeting rooms are clean and set up as required by hirer.
6. Check rooms after each hire for damages and cleanliness, reporting any issues to the Operations Manager
7. Ensure all equipment e.g. crockery, towels, yoga mats etc. is clean and fit for purpose
8. Ensuring a suitable stock of consumables such as beverages, dishwashing products etc are kept and ordered when required.

**3. Provide administrative support as directed by the Operations Manager**

1. Provide occasional administrative support to the organisation as directed by the operations manager
2. To book treatment appointments for the Complementary Health Clinic as instructed by Clinic Manager / Operations Manager (currently only Beam Street)
3. To be responsible for co-ordinating and updating information displays and noticeboards at Wellspring Settlement, liaising with the appropriate manager

**4.** **To assist with maintenance and health and safety checks as directed by the Operations Manager**

1. To ensure the reception area is kept clean and tidy, including water dispensers / vending machines etc.
2. To carry out routine checks of the toilets and other communal areas as directed.
3. With the caretaking team, ensure fire alarm call point checks take place weekly
4. To undertake training and act as a Fire Warden in the event of a fire drill or genuine evacuation
5. General premises health and safety checks.

General Duties

1. To engage in positive and effective communication with all visitors and colleagues on the Settlement site
2. To carry out any other duties as may be required and in keeping with the level of the post
3. To implement appropriate organisational policies in particular the Data Protection, Equal Opportunities and Health and Safety policies
4. To participate in training and team meetings as required
5. To take up appropriate opportunities for own continued professional development and participate in Wellspring Settlement supervision and appraisal system

**Person Specification – Wellspring Settlement Receptionist**

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|  | **Factor** | **Essential** | **Desirable** |
| 1. | Experience | Some work experience, preferably reception based  Must be able to meet and work to deadlines  Experience of maintaining filing systems  Experience of operating basic office equipment | Experience of working in a confidential environment  Experience of working in an office environment  Experience of working in a customer care environment  Experience of working in a facilities environment |
| 2. | Skills | Good communication skills  Good interpersonal skills  Able to work un-supervised  Good IT and typing skills. |  |
| 3 | Attitudes/Personal  Characteristics | Personal Commitment to Equal Opportunities  Be able to be systematic and methodical when working  Willingness to work to rules of confidentiality and data protection  Willingness to work as a resource to other staff  Capacity of work flexibility and adapt to changing work levels  Capacity to work under pressure  Capacity to work using own initiative as well as part of a team  Ability to work unsupervised |  |

JRG date:14/07/22