



Job Title	Receptionist
Reports to	Hayley Pratley-McGill
Mentors	Gill Porter Smith
Business Function	Support role to Operation Team
Business Operation	Thomley (Registered as Thomley Hall Centre)
Location	Worminghall
Number of direct reports	1
Hours of Work	Saturday in Term time and Holiday periods 9am-5pm with flexibility to hours
Contract	Part Time Role

Purpose of the Centre:

- Improve the self-esteem, happiness and quality of life of disabled people, their families and friends, by offering healthy and purposeful activities enabling them to play, learn, socialize and work.
- Provide opportunities for the whole family to spend quality time together, giving the parents and carers of disabled people a chance to meet and to access information and support.
- Make the lives of disabled people and their families easier through disability awareness, education and involvement of the wider public, demonstrating practical examples for support and inclusion.

Purpose of the role:

Version 1

Created on 29/04/2016 by Stan Nieburg

Review by 01/01/2017

The Receptionist will be responsible and accountable for welcoming and supporting all visitors to Thomley, showing new visitors around and explaining relevant health and safety issues.

Essence of the role:

The role is primarily designed to support the daily running of the Centre on a Saturday

- Attend morning meetings and inform operational team about expected visitors during the day, including high risk visitors.
- Attend end of day debriefing meetings.
- Support the operational team in end of day duties such as cashing up , cleaning and locking up.
- Access training relevant to post, including yearly refreshes as and when appropriate

Essential Skills and Knowledge for the role

Overview

- Be aware of all Thomley's policies, procedures and risk assessments
- Be aware of legal obligations towards safeguarding children.
- Explain emergency procedures to all visitors; i.e. fire evacuation, first aid, safeguarding children, photography, registration and safe storage of medication.
- Explain to all visitors how to safely use all play areas and equipment, as defined in the risk assessments.
- Knowledge of Till management , Debit/ Credit card machines, Database input
- Fire Marshall Awareness (Training will be given)

Accountabilities and Responsibilities

Key Accountabilities

- Accountable for tidy reception area
- Accountable for payment from visitors and cash and card handling
- Accountable for updating and monitoring of Thomley's Behaviour and Triggers list
- Accountable for customer service
- Accountable for supporting team with site tidying duties
- Accountable for end of day debrief input

Key Responsibilities

- Responsible for responding to all visitor email and phone enquiries concerning enrolments and bookings specific to Saturdays
- Provide relevant information, welcome packs and forms.

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- Responsible for dealing with all other email and phone enquiries and delegating to the relevant member of staff when in office
- Responsible for welcoming all visitors and providing tours to new visitors around Thomley's facilities.
- Responsible for advising visitors regarding future visits and dealing with their enrollment forms.
- Responsible for receiving and welcoming visitors on behalf of other staff members.
- Responsible for receiving and distributing post and deliveries.
- Responsible for receiving and recording recommended donations from all visitors.
- Responsible for collecting and recording daily donations from the kitchen and greetings cards cash boxes.
- Responsible for cash up, and reporting to Service Manager issues which will be addressed by Chief Finance and Operations Manager.
- Responsible for recording arrival times and payment details.
- Responsible for storing documents in alignment with Charities data protection policy
- Jointly responsible for the safety or well-being of any individual on site, alerting the Duty Manager of any adverse risks.
- Responsible in supporting work experience or student placements in training regarding the role.
- Responsible for monitoring onsite access at exclusive events.

Thomley Hall Centre

Person Specification

Behaviour / Values

Thomley

Thomley improves the self-esteem, happiness and quality of life of disabled people, their families and friends, by offering healthy and purposeful activities enabling them to play, learn, socialise and work

Responsive – Rely On Us

Our staff respond to our visitors requests quickly and efficiently encompassing their needs and ideas

Always remember - If we don't look after our visitors, someone else will.

Under one roof

Our staff work with our visitors to ensure that we offer a complete package within a safe, fun and supportive environment.

Simple

Our staff make life easy for our visitors at all points of contact within the organisation.

Trustworthy

Our people always support families, and other visitors in any way possible.

Our people represent a customer's brand as if it was our own, always treating visitors as we would like to be treated. The reputation of Thomley is in the hands of every individual within the organization.

Technical / Professional Expertise

Essential

- Good level of interpersonal skills (verbal & written)
- Good level of administrative, telephone skills and experience including IT literacy in Microsoft Office & Excel
- Ability to work or learn to work as part of a team
- Ability to learn and commit to Equal Opportunities in the workplace
- DBS check

Desirable

- Family support experience
- Experience of working as a Receptionist and/or in Administration
- Family support experience
- Experience of working with children and adults with disabilities