

Job Title	Receptionist
Reports to	Service Manager
Business Function	Operations
Business Operation	Thomley Hall Centre
Location	Worminghall
Number of direct reports	None
Hours of Work	Part time: 32-35 hours considered, Tuesday to Saturday
Rate of pay	£25,000 per annum (Full time equivalent)
Contract	Permanent

Our Vision (What do want to be)

We will enhance the lives and experiences of disabled people, their families, and the wider community.

Mission (What do we want to achieve)

We achieve this by providing:

- A lifelong learning and leisure centre for people of all abilities and disabilities situated on the border between Buckinghamshire and Oxfordshire.
- A destination which is preferred by our visitors.
- Friendly, trained, experienced staff who understand our visitors' needs.
- A safe, secure, stimulating and non-judgemental environment.
- Activities which enhance the lives of our visitors and the wider community by developing confidence, awareness, skills and social interactions through fun, play and support.

Purpose of the role:

To provide a friendly, professional welcome and booking experience for Thomley visitors.

Accountabilities and Responsibilities

Key Accountabilities

- Welcoming all visitors on to site.
- Maintaining visitor bookings.
- General reception duties.
- Communicating with visitors before, during and after their visits.
- General reception administration.
- Providing health and safety support for visitors.
- Cash handling.

Key Responsibilities

- Administering DBS records.
- Supporting the Administration Team to ensure all booking related administration including invoicing is up to date.
- Assisting with accurate reporting.
- Making sure internal and external communication is clear, accurate and timely.
- Distribution of post.
- Providing a friendly, welcoming and supportive service.
- Managing all reception communication with stakeholders via email, phone and social media.
- Ensuring reception is well maintained, organized and presentable.
- Supporting the operations team with set up and end of day close down when required.

Essential	Desirable
<ul style="list-style-type: none">• Working in a team.• Engagement with the public.• Cash/card handling.• Competent and professional, communication skills.• IT specifically Microsoft Office and CRM and Social Media platforms.• Experience of working in a reception• Clear DBS check prior to commencement.	<ul style="list-style-type: none">• Previous involvement in working with disabled people and an understanding of their needs.• Experience of:<ul style="list-style-type: none">• Administration• Customer Care• Family support• Community Fundraising• A sales environment• Marketing communications• Events and activity management• Experience of working in a charity• Experience and training in First Aid, Fire Safety and Safeguarding