

<b>Job Title</b>	<b>Receptionist</b>
<b>Reports to</b>	Service Manager
<b>Business Function</b>	Operations
<b>Business Operation</b>	Thomley Hall Centre
<b>Location</b>	Worminghall
<b>Number of direct reports</b>	None
<b>Hours of Work</b>	Part time: 32-35 hours considered, Tuesday to Saturday
<b>Rate of pay</b>	£25,000 per annum (Full time equivalent)
<b>Contract</b>	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"><li>• Working in a team.</li><li>• Engagement with the public.</li><li>• Cash/card handling.</li><li>• Competent and professional, communication skills.</li><li>• IT specifically Microsoft Office and CRM and Social Media platforms.</li><li>• Experience of working in a reception</li><li>• Clear DBS check prior to commencement.</li></ul>	<ul style="list-style-type: none"><li>• Previous involvement in working with disabled people and an understanding of their needs.</li><li>• Experience of:<ul style="list-style-type: none"><li>• Administration</li><li>• Customer Care</li><li>• Family support</li><li>• Community Fundraising</li><li>• A sales environment</li><li>• Marketing communications</li><li>• Events and activity management</li></ul></li><li>• Experience of working in a charity</li><li>• Experience and training in First Aid, Fire Safety and Safeguarding</li></ul>