

Job Description

Receptionist

Job Title Receptionist

Department: TBC

Responsible to: Reception Manager

Location: YMCA Newark & Sherwood, Community & Activity Village

Hours: 37.5 hours a week, to include days, evening and weekends as required

Salary: £19,266 per annum

Job Purpose

- To ensure the practical administration of the village is undertaken and be the first point of contact for all users.
- Support Community & Activity Village staff by performing daily admin roles and to keep all supplies for the Village facilities stocked, such as stationary and promotional materials.
- To provide assistance and enhance the customer experience for all, building excellent relationships with customers.
- To support and assist any activities taking place at the Community & Activity Village based on the needs of the individuals on site.
- Perform a wide variety of administrative tasks including data-entry, documentation, printing, filing duties and compliance checks.
- To act as key holder as required, opening & closing parts of the Community & Activity Village for users.
- To assist in keeping the reception area tidy and ensure adherence to all Health & Safety requirements
- To assist with any enquiries, bookings, complaints and requests in a friendly, professional and timely manner.
- To support the development of an organisational culture that puts our Christian Core Values - Caring, Honesty, Respect and Responsibility - at the centre of all we do.

Principal Responsibilities

1. To have an awareness of the bookings for the Community & Activity Village, supporting with facility changeovers as required to ensure a good experience for all users.
2. To be the first point of contact, handling any issues that may arise from customers.
3. To remain calm during busy periods whilst multi-tasking to ensure the best service for customers.
4. Build positive working relationships with customers so they feel welcome and valued.
5. Actively promote the YMCA membership and deliver tours of the facilities to members of the public.



6. Undertake a wide variety of reception and administrative duties to include but not limited to handling of money, answering phone calls, processing bookings, handling queries, data-entry and following daily checks and procedures.
7. To adhere to all H&S standards and ensure requirements are met and any issues are highlighted.

Responsibilities of all YMCA staff, casual workers and managers

1 Ambassador for the YMCA

To act as an advocate and ambassador of the YMCA; promoting and exemplifying the YMCA's core values, mission, vision, and ethos and to positively and proactively protect the YMCA's reputation.

2 Other duties

To undertake any other duties and responsibilities as may be assigned by your Line Manager or anyone else designated by the Chief Executive Officer, as necessary. To work in a flexible way to ensure that workload is completed and to undertake any other jobs commensurate with the seniority of the post.

3 Discretion to act

To exercise discretion in the performance of the duties of the post, to use best practice and to ensure the effective and efficient use of resources.

Nothing in this Job Description is intended to authorise the post-holder to undertake responsibilities that belong properly to trustees and members of the Executive Management Team unless properly authorised to do so by the Chief Executive Officer directly or through an appropriate manager.

4 Relationships and confidentiality

To establish, maintain and enhance team-working with colleagues and staff of Nottinghamshire YMCA and to keep confidential all information about individuals and the business of Nottinghamshire YMCA. Any breach of confidentiality will be treated seriously and may lead to dismissal.

5 Association ethos

To support the Christian ethos and core values of the Association. The Association is committed to equality of opportunity and expects all staff and casual workers to abide by our Equality and Diversity Policy.

6 Health and Safety

To adhere to the Association's Health and Safety policies.

Line Management Responsibility:

No direct line management but the post holder will be expected to supervise temporary workers, trainees, work experience placements and agency workers as required.



PERSON SPECIFICATION

Please ensure that you address all the requirements marked with an “A”

in the final column as we will be looking for this information when Shortlisting. Please note relevant qualifications will be checked at interview.

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Area	Criteria	How Assessed*
Experience	1.1 Previous experience of working in an administrative role and dealing with customers	A, I
	1.2 Experience of handling conflict, problem solving and managing complaints to achieve positive outcomes	A, I
	1.3 Experience of working in accordance with established policies and procedures	A, I
	1.4 Experience of working on own initiative and within a team environment	A, I
Knowledge	2.1 Basic knowledge of relevant Health & Safety	A, I,
	2.2 Basic knowledge of Safeguarding Policies and Procedures is desirable	A, I,
	2.3 An understanding of community clubs and groups as well as the complexity of customer’s needs and abilities	A,I
	2.4 An understanding of operating an outdoor or indoor leisure site, community centre or public facility as well as all policies and procedures needed to ensure the safety of users is desirable	A, I,
Education/ Training / Qualifications	3.1 A willingness to undertake further training and development	A, D
	3.2 Good level of numeracy, literacy and IT skills is essential	T
	3.3 First Aid qualification or willingness to obtain qualification within probationary period	A, D
Skills & Abilities	4.1 Effective communication skills verbally, on the phone, in writing and in person with a broad range of stakeholders	A, I, T



	4.2 Proven written and IT skills enough to complete accurate records, write reports, update and maintain logs, write correspondence and develop systems to further develop the service	A, T
	4.3 Ability to deal with difficult and challenging situations appropriately and effectively	A, I
	4.4 An ability to stay calm when working in busy periods and dealing with challenging customer behaviour.	A, I
Other work-related requirements	5.1 Ability to support the Christian core values of the Association	A
	5.2 Willingness to undergo a satisfactory enhanced DBS check	D

*When Assessed – (A) on Application form, (I) At Interview, (T) During Test,

(D) From Documentary evidence e.g. references, qualifications (relevant qualifications will be checked at the interview stage), driving license etc

YMCA Newark & Sherwood is committed to promoting diversity and practicing equality of opportunity

YMCA Newark & Sherwood is committed to the protection of children and adults at risk

