

Receptionist - Role Description and Person Specification

Salary – £10.42 per hour

Hours – Part-time – 14 Hours (see below)

Contract – Temporary – 6-months (subject to extension)

Reporting to – General Manager

Role Hours

Monday – 12:30pm to 8:00pm

Tuesday – 9:00am to 4:30pm

Role Description

Summary of Main Duties and Responsibilities

The Receptionist will deliver excellent customer service to our visitors and employees at The Anthony Seddon Centre, handling customer inquiries as the first port of call in person, via email, and telephone, which could potentially include people presenting in distress or a mental health crisis.

Main Duties and Responsibilities

- To manage the Reception area, provide a warm, courteous, and prompt welcome on arrival for all visitors; ensure all visitors are signed in, briefed on the health and safety of the building, and directed to the appropriate place within the building.
- Answering phone calls promptly and politely, connecting the caller(s) to the appropriate person, and taking messages where necessary.
- Answering email queries promptly and politely, forwarding them to the appropriate person where necessary.
- Managing deliveries and processing incoming and outgoing mail.
- Assisting visitors and callers in navigating mental health resources, providing information on support groups, workshops, or external mental health services.
- Assisting with various day-to-day administrative tasks, including filing, photocopying, and general administration tasks.
- Data monitoring and reporting on attendance figures at The Anthony Seddon Centre.
- Collecting feedback from visitors regarding their experiences of the charity, helping to improve services, and ensuring a user-led approach.
- Act as the primary contact for external parties interested in hiring rooms at the Centre, providing information on availability, facilities, and rates. Responsible for coordinating room setups and ensuring facilities are prepared and restored to their original state post-use

General Responsibilities

- Acting as a First Aider and Fire Marshall for the Centre (training provided)
- To cooperate with your line manager, to work safely, and to comply with health and safety instructions and information.
- To respect people's differences and to actively encourage equality of opportunity in all areas of work.
- To promote and ensure diversity and inclusivity within the Centre, aligning with the overall ethos of the charity.
- To adhere to the charity's policies, procedures, protocols, and guidelines at all times.
- To attend appropriate training courses as agreed with the line manager.
- Any other tasks related to the role as requested by the line manager.

Person Specification

Knowledge and Experience

- Experience in a Reception or Business Support role.
- Experience working with people with mental health issues, either personally, professionally, or as a carer.
- Experience of working with a strong customer focus
- Experience of being adaptable and flexible to work needs and requirements in a fast-paced environment.

Skills and Personal Qualities

- Ability to build positive relationships.
- Ability to demonstrate a professional and organised approach to the role.
- Ability to demonstrate skills in IT and other systems.
- Ability to communicate in a clear, meaningful, and compassionate manner.
- Ability to deal with interruptions, work to deadlines, and prioritise.
- Ability to work on one's own initiative and demonstrate good problem-solving capabilities.
- Ability to maintain personal and professional boundaries.
- Ability to maintain confidentiality and to challenge any breaches of confidentiality by others.
- Ability to handle small sums of money.
- Experience or willingness to undergo training in crisis response or mental health first aid.
- Applications by people with lived experience or caring experience of mental health issues will be looked at favourably.

Physical, Mental and Emotional Effort

This post may involve the management of verbal aggression and psychological distress and requires the post holder to respond appropriately and sensitively to customers and their families.