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Version Changes:	• Updated to align with the new role description template. • Revised Role Overview & Purpose, Key Responsibilities, and Person Specification. • Updated working pattern, line management, support & supervision, and safeguarding sections. • Clarified fixed working hours and contract terms.

Role Overview & Purpose

The Receptionist plays a central role in ensuring The Anthony Seddon Centre is welcoming, safe, and well-organised during opening hours. As the first point of contact for customers, volunteers, facilitators, and visitors, the post holder helps set the tone for people's experience of the charity from the moment they arrive or make contact.

The role combines front-of-house reception duties with light administrative and operational support. This includes managing enquiries in person, by phone, and via email; supporting room bookings and attendance processes; and helping to ensure the centre runs smoothly and safely throughout each shift.

The Receptionist will regularly interact with people experiencing poor mental health, including individuals who may be distressed or in crisis. As such, the role requires a calm, compassionate, and non-judgemental approach, alongside clear professional boundaries and an understanding of when to escalate concerns to colleagues.

Working closely with the wider staff and volunteer team, the Receptionist contributes to a positive, inclusive environment that reflects the charity's peer-led ethos and commitment to dignity, respect, and equality.

Key Responsibilities

Front-of-House & Customer Experience

- Act as the first point of contact for customers, volunteers, facilitators, and visitors, providing a warm, calm, and professional welcome.
- Manage the reception area, ensuring visitors are signed in, briefed on relevant health and safety information, and directed appropriately.
- Respond to enquiries in person, by telephone, and via email in a timely, respectful, and non-judgemental manner.
- Engage sensitively with individuals who may be distressed or experiencing poor mental health, maintaining appropriate boundaries and escalating concerns in line with internal procedures.

Administration & Systems

- Support day-to-day administrative tasks, including logging enquiries, maintaining attendance records, and updating internal systems.
- Assist with data monitoring and basic reporting, including attendance figures and usage of the centre.
- Support feedback collection from customers to inform service development and maintain a user-led approach.
- Use internal systems and tools (including Microsoft Outlook and Monday.com) accurately and consistently.

Room Hire & External Enquiries

- Act as a first point of contact for room hire enquiries, providing accurate information on availability, facilities, and pricing.
- Support the coordination of room bookings, liaising with colleagues as required.
- Help ensure rooms are prepared appropriately for use and restored to a suitable standard following bookings.

Centre Operations & Safety

- Support the smooth and safe running of the building during allocated shifts.
- Follow all health & safety, safeguarding, confidentiality, and data protection requirements.
- Undertake First Aid and Fire Marshal responsibilities as required; training will be provided.

Team Working & Communication

- Work collaboratively with colleagues to ensure clear communication and continuity between shifts.
- Share relevant information with staff and volunteers to support effective centre operations.
- Represent The Anthony Seddon Fund professionally at all times, in line with the charity's values and ethos.

Time Commitment / Working Pattern

This post is for 14 hours per week, worked across two set days:

- Monday: 12:30pm – 8:00pm
- Tuesday: 9:00am – 4:30pm

The role is primarily based at The Anthony Seddon Centre and requires on-site presence during these hours to ensure consistent front-of-house cover.

The post is offered on a 12-month fixed-term contract, subject to extension depending on funding and organisational need.

Some flexibility may occasionally be required to support the smooth running of the centre; this will be agreed in advance wherever possible.

Line Management / Accountability

The Receptionist will be line managed by the General Manager, with day-to-day operational support from the Centre Coordinator where required.

The post holder is accountable for:

- Delivering a high-quality, consistent front-of-house service during their allocated shifts.
- Managing reception duties and associated administrative tasks accurately and in line with internal procedures.
- Escalating safeguarding, health & safety, or operational concerns promptly and appropriately.
- Adhering to all relevant organisational policies, procedures, and professional standards.

The role does not include line management responsibility for staff, volunteers, or facilitators.

Support & Supervision

The Receptionist will receive appropriate induction, training, and ongoing support to carry out the role safely and effectively.

Support will include:

- A structured induction covering the charity's values, systems, policies, and procedures.
- Training relevant to the role, including safeguarding, health & safety, First Aid, and Fire Marshal responsibilities.
- Regular supervision and informal check-ins with the Centre Coordinator to discuss workload, wellbeing, and any support needs.
- Access to guidance and escalation routes for managing challenging situations, including interactions with distressed customers.

The Anthony Seddon Fund recognises the emotional demands of front-of-house work in a mental health setting and is committed to providing a supportive working environment that promotes wellbeing, reflection, and open communication.

Person Specification

Essential

- Strong interpersonal and communication skills, with the ability to engage in a calm, respectful, and compassionate manner.
- Confidence working in a front-facing role with people who may be experiencing poor mental health or emotional distress.
- Ability to maintain appropriate professional boundaries and confidentiality at all times.
- Good organisational skills, with the ability to manage competing priorities and respond to interruptions.
- Basic IT skills, including confidence using email, calendars, and online systems.
- Ability to work independently, use initiative, and know when to escalate concerns appropriately.
- Commitment to equality, diversity, and inclusion, and to the values and ethos of The Anthony Seddon Fund.

Desirable

- Experience in a reception, customer service, or front-of-house role.
- Experience working or volunteering in a community, voluntary, health, or wellbeing setting.
- Lived experience of mental health challenges, or experience supporting someone with poor mental health.
- Experience of using administrative or case-management systems.
- Willingness to undertake relevant training, including First Aid, Fire Marshal, or mental health-related training.

Safeguarding Statement

The Anthony Seddon Fund is committed to safeguarding and promoting the wellbeing of everyone who engages with our services. All colleagues, including staff, volunteers, trustees, and facilitators, are expected to follow safeguarding policies and procedures, complete relevant training, and take appropriate action if they have any concerns.

No one is expected to manage difficult or distressing situations alone. Clear reporting pathways, guidance, and ongoing support are in place to ensure concerns can be raised and responded to safely and confidently.