

## JOB DESCRIPTION

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| <b>Job Title</b>        | Receptionist – Part Time   |
| <b>Job Holder</b>       |  |
| <b>Responsible to:</b>  | Beacon of Light Management   |
| <b>Responsible for:</b> | Day to day operation of reception. Dealing with all incoming enquiries in person & on the telephone. Operating the facility booking system and keeping accurate records of bookings and payments made. |

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| <b>Main Duties:</b> | To act as first point of contact to Beacon of Light customers / visitors & provide a quality, effective and efficient service to all users of the facility. To provide administrative support to the management team. |
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### Responsibilities and duties relevant to this Role:

- To provide a reception service during all opening hours which may include a variety of shift patterns including weekends, evenings and possibly some bank holidays.
- To deal with all enquiries / bookings effectively and efficiently which will include extensive use of computerised ESP systems. This will involve use of a computer workstation for which full training will be given in compliance with Health & Safety Display Screen Equipment Regulations.
- Ensure all bookings are pre-paid before use and all deposits are collected for hire equipment where necessary.
- To ensure all users or visitors to the facility are informed of forthcoming promotions, league programmes and other activities where appropriate.
- Act as a first point of contact to all Beacon of Light and resident partner visitors e.g., Beacon of Light School, Foundation of Light, Siblings Nursery etc.
- To provide administration and clerical backup for the management team which will include word processing, co-ordination of all reception paperwork, maintenance of databases and production of reports.
- Ensure all transactions are administered on receipt of payment and all monies are accounted for and reconciled regularly throughout each shift.
- To proactively assist in the promotion of the facility and its services.
- Ensure reception is secure and that all cash is processed discreetly away from customers' view and that a vigilant approach to security matters is adopted.
- Ensure effective management of all call handling procedures.
- To ensure administration procedures are followed in line with the Company Operations Manual and ensure that Company reporting procedures are followed at all times.
- Handle any initial customer complaints before passing on to the Duty Manager or Senior Management team.
- To comply with the Company Health & Safety policy and ensure all duties are carried out with due regards for staff and customers Health & Safety.
- To support the Duty Manager and Fire Warden teams by acting as first responder during fire alarm activations
- To provide and support first aid on site and be the main contact for emergency services.
- Ensure accidents are reported on the Foundation internal reporting system.
- Such other duties as may be necessary from time to time, compatible with the nature of the post. It should be noted that this list is not exhaustive and serves simply to give an overall view of the position and key responsibilities of the post.

**Administration and M&E responsibilities and duties:**

- Following the Measuring Impact and Excellence Policy and Procedure to set impact measures, collect feedback, record and measure impact reporting internally and externally.
- Work within the established administrative and financial systems to ensure smooth running and quality of projects.
- Complete relevant administration to agreed timescales.
- Produce accurate ad hoc reports as requested.
- Answer internal and external queries in relation to your role in a timely and professional manner.
- Ensure databases are updated on a regular basis with correct information.

**Behaviour and Professional responsibilities and duties:**

- Maintain working practices in line with Foundation of Light Equality and Diversity, Health and Safety and Safeguarding policies, self-awareness of own responsibility in these areas.
- Ensure regulatory and legislative requirements are met at all times.
- Conduct should reflect the Staff Behaviour Policy (Code of Conduct); uphold Foundation core values (as shown below) at all times.
- Maintain the highest level of professionalism and confidentiality.
- Attend working groups and CPD session as required.
- Build strong internal relationships.
- Work in collaboration with colleagues to achieve the end goal.
- Ensure positive organisational messages and culture are maintained.
- Contribute to good housekeeping across the facility.
- Follow the laid down policies and procedures at all times.

**Equality, Diversity and Inclusion Statement:**

All individuals will be treated equally and fairly in the application of this procedure. All reasonable requests to accommodate requirements in terms of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation will be made.

| FOUNDATION OF LIGHT CORE VALUES   |
|---|
| <b>We work as a team.</b><br><b>We are professional.</b><br><b>We are proud of what we do and dedicated to achieving our goals.</b><br><b>We are progressive and forward thinking.</b><br><b>We are fully committed to achieving the best for our customers and communities.</b><br><b>We are passionate and enthusiastic</b> |

*Please note - you may also be required to carry out other tasks, not listed, to assist in the efficient operation of our business. At all times you will be required to act in accordance with company policies, follow departmental procedures and maintain the highest level of confidentiality.*

**Acceptance of the job description by the Employee:**

**Signed** .....

**Print Name** .....

**Date** .....

**PERSONAL SPECIFICATION**

| Requirement  | Essential (E) or Desirable (D) |
|--|--------------------------------|
| <b>Skills:</b>   |                                |
| Communication, oral and written  | E                              |
| Planning and control   | E                              |
| Teamwork   | E                              |
| Work on own initiative   | E                              |
| Interpersonal  | E                              |
| Conflict handling and resolution   | E                              |
| Creativity and imagination relevant to the workplace                     | E                              |
| ICT and administration   | E                              |
| Ability to work under pressure and to tight deadlines                    | E                              |
| Multi-tasking  | E                              |
| <b>Qualities:</b>  |                                |
| Commitment   | E                              |
| Flexibility  | E                              |
| Honesty and trustworthiness  | E                              |
| Motivation and enthusiasm  | E                              |
| Patience and diplomacy   | E                              |
| Persistence in the workplace   | E                              |
| Determination to succeed and meet targets                                | E                              |
| Commitment to equality and diversity, safeguarding and health and safety | E                              |
| Flexible approach to working hours                                       | E                              |
| <b>Knowledge:</b>  |                                |
| Safeguarding   | E                              |
| First Aid  | E                              |
| Football and other sports leagues (including Junior)                     | D                              |
| <b>Understanding:</b>  |                                |
| Delivery of exceptional customer service                                 | E                              |
| Of the need to work flexible hours to meet the needs of the charity      | E                              |
| Commerciality  | D                              |
| Workplace behaviours and conduct   | E                              |
| <b>Experience:</b>   |                                |
| Minimum of 2 years customer service experience                           | E                              |
| Planning and working to budgets  | D                              |
| Meeting targets in the workplace   | D                              |
| Monitoring and evaluation mechanisms                                     | D                              |



| <b>Qualifications (or recognised equivalent):</b> |   |
|---|---|
| <b>Coaching:</b>                                  |   |
| UEFA A or working towards                         |   |
| UEFA B or working towards                         |   |
| FA Coaching Level 2                               |   |
| FA Coaching Level 1                               |   |
| AfPE qualification                                |   |
| <b>Teaching:</b>                                  |   |
| QTS   |   |
| Education degree                                  |   |
| Teaching/tutoring qualification                   |   |
| <b>Informal Education:</b>                        |   |
| Degree in Youthwork                               |   |
| Youthwork Level 3                                 |   |
| Youthwork Level 2                                 |   |
| Introduction to Youthwork                         |   |
| <b>Other:</b>                                     |   |
| First Aid   | D |
| Driving Licence                                   |   |
| ICT at Level 2                                    |   |
| GCSE Mathematics and English at grade C or above  |   |
| Degree level qualification in relevant subject    |   |
| Management at level 3                             |   |