

Shoreditch Trust Receptionist: Job Description and Person Specification

Reports to: Finance & Operations Director

Salary: £8 per hour

Contract: Ongoing (zero hours)

Probation: 3 months

Hours: Shift work – variable hours by rota

Based at: Healthy Living Centre, 170 Pitfield Street, London N1 5QJ (primarily) and other sites as required

Job Ref: HLC01

Job Description

Shoreditch Trust is an entrepreneurial charity working to reduce social and economic disadvantage in the London Borough of Hackney (and similarly deprived neighbourhoods) by supporting people to gain knowledge, skills and opportunities.

The Healthy Living Centre is a community hub which offers a holistic programme of health and wellbeing activities, personal development and skills based training including community cook and eat, mental health and wellbeing courses and maternity peer education training. The space is also hired out by individuals and organisations who deliver activities that fit with the Shoreditch Trust ethos, with the income that this generates providing an income stream to support our charitable activities. Shoreditch Trust also provides receptionist cover at two other community centres in Hackney (Marsh Hill, Homerton and New Kingshold, near Well Street), in support of the Hackney Health Hubs programme.

As receptionist, you will play an integral role in supporting these programmes and activities and enabling the smooth operational running of the Healthy Living Centre and Hackney Health Hubs, acting as the first point of contact for building users; ensuring that the centre is presentable and welcoming; and supporting clients with the information required to complete their journey through Shoreditch Trust health and wellbeing programmes.

As receptionist, your main responsibilities will be:

1. Maintaining high standards of customer service
2. Supporting new and existing clients to access the services available from the Healthy Living Centre and wider Shoreditch Trust programmes
3. Ensuring the smooth and safe running of the Healthy Living Centre and Hackney Health Hubs

Maintaining high standards of customer service

- Welcome service users to the centre, offering opportunities to talk about wider health issues and ensuring that they are aware of all appropriate and available opportunities
- Manage customer queries and expectations when they contact or visit the venue, liaising with wider teams where required
- Encourage people to give feedback about the services and support they receive, including opportunities to suggest ideas for improvement and new initiatives
- Assist with outreach and promotion where appropriate, to help increase bookings, footfall and awareness of services available at the venue
- Maintain and guarantee client confidentiality at all times
- Ensure that all visitors are greeted with high standards of customer service even if they are not attending a Shoreditch Trust activity

Supporting new and existing clients to access the services available from the Healthy Living Centre, Hackney Health Hubs and wider Shoreditch Trust programmes

- Help to coordinate venue timetables for client appointments, group activities and room hire
- Signpost service users and support self-referral and booking into open sessions available with Shoreditch Trust and other relevant local services
- Support teams by contacting clients to set up and remind them of appointments and maintain communication through phone and email contact
- Manage client data using the relevant Client Management Software

Ensuring the smooth and safe running of the Healthy Living Centre and Hackney Health Hubs

- Act as a key holder, ensuring that the venue is open and accessible during hours of operation and according to safety procedures
- Take responsibility on shift to ensure that the venue is presentable, welcoming, accessible, relaxing, practical and a safe place to meet, learn, share, train and recover
- Contribute to the ongoing maintenance of the venue by identifying and promptly reporting any issues to the relevant member of staff and liaising with suppliers when on shift to support any management and cleaning work
- Ensure that the venue has a full inventory of equipment and resources required to maintain standards of delivery
- Follow processes and systems at the centre, including daily duties such as cash ups and financial reporting, setting up and tidying away rooms and undertaking laundry
- Act as a named first aider and fire warden for the venue (training can be offered , working with relevant staff to ensure that appropriate risk management policies are followed on shift
- If working at a Health Hub community centre, ensure an understanding of the agreed procedures for the centre, cooperating with the management organisation, its representatives and other building users

Job requirements:

- In order to be responsive to the community and to be able to support Shoreditch Trust activities, you will need to be flexible, working some evenings and weekends. Hours will be agreed on a mutually beneficial basis in line with planned activities

Corporate responsibilities:

- Demonstrate high levels of professional conduct at all times with particular reference to punctuality, dress, presentation and administration
- Keep customer care as the major priority for service provision
- Ensure the service is promoted efficiently, effectively and in keeping with the aims of Shoreditch Trust.

This job description is intended as an outline indicator of general areas of activity only. Shoreditch Trust is a small charity and as such all staff are expected to vary their duties as necessary to meet the needs of the organisation.

Person Specification

Education and Professional Qualifications

Desirable

- GCSE English & Maths or equivalent education, Grade C or above
- Emergency First Aid at Work and Fire Warden certificates
- Qualification relating to customer service

Experience

Essential

- At least one year's experience of working a similar or relevant customer-facing role
- Working or volunteering in a multi-cultural, community setting
- Managing and being responsible for bookings
- Handling personal details and managing confidential data

Desirable

- Using an online client booking system
- Working or volunteering in a small team
- Working or volunteering with adults with physical or mental health needs

Knowledge, Skills and Aptitudes

- Confident and capable communicator with good spoken and written English
- Excellent customer care skills with the ability to be respectful and non-judgemental in all dealings with clients and professionals delivering/referring to services
- Able to work effectively and sensitively with people from diverse cultures and backgrounds
- Able to communicate effectively and sensitively with individuals who have physical or mental health needs or learning difficulties
- Able to communicate effectively with people who are troubled or in distress
- Able to maintain discretion and client confidentiality at all times
- Knowledge of at least one other language relevant to the area
- Excellent organiser and able to juggle multiple tasks simultaneously
- Able to manage your time effectively and independently
- Excellent attention to detail and able to input data with a high level of accuracy
- Able to be flexible and adaptable in potentially complex or challenging situations
- A strong interest in and commitment to the aims and ethos of Shoreditch Trust
- IT literate with an excellent working knowledge of Microsoft Office including Word and Excel