

## Receptionist

### Job Description

#### Main Purpose of the Role

To be a welcoming presence in the foyer of Everyday Church Wimbledon, welcoming guests and visitors, receiving deliveries, and assisting the wider team by fielding phone and email enquiries and undertaking other administrative tasks. The role also acts as the first point of contact for Everyday Conferencing, managing external bookings from initial enquiry through to invoicing.

<b>Reports to:</b>	Operations Assistant
<b>Liases with:</b>	Everyday Staff Team, Operations Team, Wimbledon Team, and visitors.
<b>Place of work:</b>	Everyday Church Central Office in Wimbledon. You may be required to work at other Everyday venues or other locations from time to time.
<b>Days/Hours:</b>	This position is for 5 days a week (9am-5pm with an hour unpaid for lunch), with opportunities for overtime as agreed in advance. The role may be fulfilled either by one full-time postholder or through a job-share arrangement. Where possible, a single full-time appointment is preferred. This is a permanent position with a probation period of 3 months.
<b>Salary:</b>	£26,234.08

#### Key Responsibilities

##### Welcoming guests & visitors, and receiving deliveries

- Be a warm and welcoming presence to all guests and visitors to the Wimbledon building.
- To receive deliveries, check and sign for them, and then alert the relevant staff member to come and collect them.
- To welcome contractors and alert the relevant staff member to come and meet them.
- To welcome conferencing guests and ask them to wait in the foyer or direct them to the relevant room.
- To welcome visitors for pastoral meetings and ask them to wait in the foyer and alert the relevant staff member to come and collect them.
- To welcome members of the public entering the church seeking pastoral or practical support and ask them to wait in the foyer and alert the relevant staff member to come and meet them.
- Be vigilant with regards to the security of the building, being aware of who is coming in and out.
- Issue visitor badges and ensure visitors who are authorised to move around the building unaccompanied are signed into the visitor book in accordance with building procedures.
- Take ownership of the reception desk, keeping it tidy and presentable at all times.

##### Everyday Conferencing (external hires)

- Act as the first point of contact for all initial Conferencing enquiries via phone and email.
- Manage all standard Conferencing bookings through to completion.
- For complex enquiries, collate relevant information and queries into a daily update email for the Operations Assistant.
- Create and issue invoices for all confirmed Conferencing hires.
- Support the coordination of the casual Conferencing Hosts team to ensure all events are appropriately staffed.

##### Privacy

- Monitor the privacy inbox.
- Respond to all delete requests in a timely manner.
- Escalate any other queries to the Operations Director.

### Fielding enquiries

- Be the first point of contact for a number of email and phone enquiries (see below), to answer first-line queries, and to pass on second-line queries to the relevant team or individual, either immediately for urgent issues, or combined in a summary at the end of each day:
  - office@everyday.org.uk
  - Main office phone line
  - Other inboxes and phone lines as necessary

### Administrative tasks

- To perform such administrative tasks that can be completed around the above duties on behalf of the wider team. Such tasks might include, but not be limited to:
  - Booking rooms for meetings on ChurchSuite,
  - Processing contacts in ChurchSuite,
  - Processing administrative flows on ChurchSuite,
  - Collating booklets/pamphlets/letters etc,
  - Preparing letters to be posted to church members,
  - Preparing coffee flasks for meetings,
  - Maintaining First Aid boxes,
  - Uploading files to cloud based services,
  - Research to aid team decision making.

### Setup and pack-down for events

- As arranged in advance, and to be paid as overtime, to come in early to setup rooms for events and/or to stay late to pack-down rooms that have been hired out to external conferencing clients.

### Other

As a charitable Christian organisation, the post holder must be committed to and embrace Everyday Church's ethos. This post has been identified by the employer as one which has an Occupational Requirement to be filled by a Christian under the provisions of the Equality Act 2010 Schedule 9 Part 1 section 3.

The post holder will, at all times, carry out his/her responsibilities with the utmost respect for the protection of children, young people and vulnerable adults in accordance with the church's Safeguarding Policy.

### Person Specification

	Essential	Desirable
Education	<ul style="list-style-type: none"><li>• GCSE or equivalent including Maths and English.</li><li>• Good level of numeracy &amp; literacy.</li><li>• Willing to undertake relevant training as necessary.</li></ul>	<ul style="list-style-type: none"><li>• Education to A-Level (or equivalent) or higher</li></ul>
Experience	<ul style="list-style-type: none"><li>• Proven experience in dealing with members of the public.</li><li>• Proven experience of working with Microsoft Office or equivalent.</li></ul>	<ul style="list-style-type: none"><li>• Experience of working in charity or church sector.</li><li>• Experience of working in conferencing/event administration.</li><li>• Proven experience of working as a receptionist.</li><li>• Knowledge and experience of ChurchSuite</li></ul>

Skills/Abilities	<ul style="list-style-type: none"> <li>• Ability to prioritise queries, problem solve and multitask.</li> <li>• Ability to relate well to people at all levels of the organisation and outside.</li> <li>• Excellent interpersonal skills and communication.</li> <li>• Excellent written and spoken English.</li> <li>• Able to deal with confidential information.</li> <li>• Able to master new office systems and software.</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of health and safety and risk management.</li> <li>• Able to communicate in Polish or Tamil.</li> <li>• Able to communicate in British Sign Language.</li> </ul>
Personal Qualities	<ul style="list-style-type: none"> <li>• Has integrity, flexibility, is a team player, and is able to take initiative.</li> <li>• Is confident in their own ability to problem solve and make decisions in the moment.</li> <li>• Is comfortable being approached by members of the public, both expected (church members/conferencing delegates) and unexpected (people coming in off the street).</li> <li>• Warm and friendly personality with excellent social skills.</li> <li>• Willing to sign the Evangelical Alliance Statement of Faith and be committed to the outworking of Everyday Church's Mission, Values and Beliefs.</li> </ul>	<ul style="list-style-type: none"> <li>• Physically fit and able to setup/packdown rooms by moving chairs and tables</li> </ul>