

AFTERNOON RECEPTIONIST

JOB TITLE	Afternoon Receptionist
HOURS OF WORK	2:00 pm to 7:00 pm Monday to Thursday, Term Time Only
REPORTS TO	Operations & Facilities Manager
SALARY BAND	£22,500-£25,000 (FTE) which equates to £8654 - £9615 for 20 hours a week, 35 weeks a year
APPLICATION PROCESS	<p>Please email your completed application form to recruitment@baytreecentre.org.uk (CVs or cover letters will not be accepted)</p> <p>Closing date: 14th July 2024 at 23:59</p> <p>Interviews: We will be conducting interviews on a rolling basis, meaning we will invite suitable applicants in for an interview as they apply, so please apply as soon as possible.</p> <p>This post is restricted to women only as a genuine occupational requirement under Schedule 9 paragraph 1, Equality Act 2010.</p>



ENVIRONMENT

The Baytree Centre (registered charity no 1175145) is a women and girls social inclusion project based in the heart of Brixton, working to support local women and girls from some of the most deprived wards in Lambeth.

Inspired by Catholic Social Teaching and in response to local needs we offer programmes that include skills development (employability, language), 1-1 coaching & mentoring, welfare support and creative & academic activities that build confidence and self-esteem, promote aspirations, broaden horizons and opportunities. We aim to help our beneficiaries improve life chances for themselves, their families, and their communities.

Pivotal to the success and delivery of the Centre's programmes is the work of our staff body of twenty-seven and the strong and consistent contribution from our committed and active volunteers. Our Facilities and Reception Team is currently composed of an Operations & Facilities Manager, a Morning Receptionist and Youth & Family Support Coordinator. The mission of our team is to ensure that the Baytree Centre is a "Safe and Welcoming" place for all. We are looking for an afternoon support receptionist to help us in our mission.

Critical to their success will be their genuine empathy and commitment to Baytree's core principles. While our clients' needs are central to what goes on at the Centre, we also believe in inspirational staff. What we do, how we behave, what we deliver and how we deliver it, are all fundamental to ensuring that our clients' best interests are served.

We recognise the positive value of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from underrepresented groups.

OVERALL PURPOSE OF THE JOB

The Afternoon Receptionist is key to making sure that Baytree is safe and welcoming for all by:

- Ensuring the security and identification of all girls, parents/guardians, and volunteers entering the premises during the after-school youth activities
- Efficient management of reception, answering enquiries with the support of the Youth & Family Support coordinator

KEY DUTIES & RESPONSIBILITIES

MAIN ACTIVITIES

- o Manage reception
- o Lock up centre every day during term time
- o Provide some ad-hoc administrative support for facilities management and youth service (e.g. update facilities posters around the building etc.)

RECEPTION MANAGEMENT

As visitors enter the building:

- o Ensure that all persons entering the building have been identified or vouched for by a responsible member of staff in the building
- o Identify girls and parents/guardians and volunteers before they enter Baytree
- o Open the front door to students and staff and ensure they sign the visitors or staff book before they proceed into the building
- o Receive visitors to the building, ensuring that they are fully identified, and that they sign in the visitors' book. Ask them to wait while you inform the appropriate member of staff they are in the building.
- o Be vigilant to ensure security in the reception area during after school Study Clubs.
- o Deal with all visitors to the building in a courteous manner, providing appropriate assistance as required.

Managing incoming queries:

- o Accept telephone calls to the Centre and promptly transfer them to the recipient.
- o If the person is not available to receive a call, take messages clearly, detailing the identity of the caller, telephone number, the full message and time and day when the message was taken.
- o Deal with initial enquiries and where necessary, pass these on to relevant colleagues.
- o Ensure that when deliveries of supplies are received the relevant member of staff is informed.

Managing Exit from Building:

- o Ensure each child is collected by the designated person or authorised to make their own way home.
- o Ensure all staff/service-users/volunteers/visitors sign out on departure.

AFTERNOON FACILITIES SUPPORT

- Lock up the building ensuring security alarm is switched on, fire doors closed etc.
- Help ensure that office machines used by students/volunteers are in working order (e.g. printers, projectors etc.)
- Respond to requests for support from staff & volunteers regarding immediate facilities request (e.g. access to keys, mops for managing spills, fetching equipment needed etc.)

AD HOC DUTIES

- Assist the Youth Team with administrative activities as needed during busier times (e.g. enrolment, taking payments for activities, preparing registers etc.)
- Support with the Operations & Facilities Manager with some administrative activities (e.g. creating posters, filing, sorting etc.)

PERSON SPECIFICATION

The jobholder will be expected to:

- Ensure implementation of best practice and procedures in the remit of their role to protect & safeguard children, young people & vulnerable adults.
- Perform duties and responsibilities according to Baytree's equality, diversity & inclusion commitment.
- Perform duties and responsibilities according to Baytree's Health & Safety Policy.
- Adhere to all Baytree Policies, working practices & procedures.
- Undertake such professional duties as may be assigned by your Line Manager.
- Set a good example in terms of manner, attendance, punctuality, and presentation.
- Maintain a clear enhanced DBS check.
- Positively participate in staff development, information, and other team days.
- Support and demonstrate the core principles & values of the Baytree Centre which are: Love & Respect, Person-Centred & Family Oriented, Safe & Welcoming, Professional & Trustworthy and Collaborative & Positive. More detail on these values can be found here: [Baytree Values Deck Edit 05.06 \(baytreecentre.org\)](#).

KNOWLEDGE & EXPERIENCE	ESSENTIAL/DESIRABLE
<i>The ideal candidate can demonstrate that they:</i>	
Have experience working in a client-facing role	Essential
Have experience working with and/or around children	Essential
Understand and have experience of safeguarding and health & safety procedures and practices	Essential
Have a good standard of English (written and spoken) for taking messages and dealing with visitors, callers and service-users	Essential
Are IT Literate and comfortable using Microsoft Office Suite especially Microsoft Outlook, Microsoft Word, Microsoft Excel and Microsoft Teams	Essential
Can deal confidently with all visitors, students and staff and know how to be diplomatic and patient as well as assertive and firm as needed	Essential
Can deal courteously with all visitors, students and staff and are friendly and helpful and always greet visitors with a smile	Essential
Are efficient, practical, proactive and able to stay calm under pressure to ensure that the Baytree Centre is always "Safe & Welcoming" especially during busy afternoons	Essential
Are careful, organised and pays good attention to detail	Essential
Have experience working as a receptionist	Desirable
Speak Spanish or Arabic	Desirable

KEY COMPETENCIES/BEHAVIOURS

Furthermore, in line with our core value, “Professional & Trustworthy” these are the key competencies and behaviours we expect all staff to practice at work:

- **SEEING THE BIG PICTURE** - Understand how your role fits with and supports organisational objectives. Recognise the wider Baytree priorities and ensure work is in the organisational interest.
- **CHANGING AND IMPROVING** - Seek out opportunities to create effective change and suggest innovative ideas for improvement. Review ways of working, including seeking and providing feedback.
- **MAKING EFFECTIVE DECISIONS** - Use evidence and knowledge to support accurate, expert decisions and advice. Carefully consider alternative options, implications and risks of decisions.
- **LEADERSHIP** - Show pride and passion for service. Create and engage others in delivering a shared vision. Value difference, diversity and inclusion, ensuring fairness and opportunity for all.
- **COMMUNICATING AND INFLUENCING** - Communicate purpose and direction with clarity, integrity and enthusiasm. Respect the needs, responses and opinions of others.
- **WORKING TOGETHER** - Form effective partnerships and relationships with people both internally and externally, from a range of diverse backgrounds, sharing information, resources and support.
- **DEVELOPING SELF AND OTHERS** - Focus on continuous learning and development for self, others and the organisation as a whole.
- **MANAGING A QUALITY SERVICE** - Deliver service objectives with professional excellence, expertise and efficiency, taking account of diverse customer needs.
- **DELIVERING AT PACE** - Take responsibility for delivering timely and quality results with focus and drive.