



Job Description

Post Title:	Reception and Admin Team Member
Employed By:	Victoria and Newtown Springboard Limited
Accountable To:	Duty Manager / Centre Manager
Hours:	12 hours per week minimum across 4-5 afternoons. The postholder may be required to work evenings, days and weekends as necessary.
Location:	Victoria Park Community Centre
Salary:	NMW

Job Purpose: To be the first port of call for all customers, day-to-day reception and administration tasks and keeping the reception area tidy and up to date.

Main Duties and Responsibilities

- To be the first point of call to all our customers, in person, on the telephone or via email.
- Ensure the Front of House is kept tidy and maintained.
- To support team members with administration tasks in the day-to-day running of the community centre.
- Keep website and social media platforms current and up to date.
- To make bookings on our electronic booking system and follow the processes in place to ensure the centre runs efficiently and effectively.
- To support other areas of the business as required including the Café, Facilities and Pantry.
- To support the centre manager creating documents for Board Meetings.
- To assist with fire evacuations and other security-related procedures including locking/opening the building.
- To maintain confidentiality.
- To be responsible for the secure holding and issue of keys and handling money and general health and safety requirements.
- Keep up to date with mandatory training.
- To undertake other reasonable duties of a similar nature requested by management.

This Job Description is current as Feb 2025. In consultation with you, it is liable to variation by Management to reflect or anticipate changes in or to the job.

Person Specification

Post: Reception Team Member

Experience	<ul style="list-style-type: none"> • Reception. • Dealing with telephone enquiries. • Dealing with all levels of staff and public. • Using Microsoft Office or other software package as an information source desirable. • Receiving and sending e-mails essential • Buildings security responsibilities desirable.
Skills And Abilities	<ul style="list-style-type: none"> • Excellent communications skills. • Excellent Customer Service • Administrative skills • IT skills.
Interpersonal And Communication Skills	<ul style="list-style-type: none"> • Effective team worker.
Health & Physical Attributes	<ul style="list-style-type: none"> • Ability to provide a regular and effective service.
Other	<ul style="list-style-type: none"> • DBS Check will be required. • Level 2 Food Hygiene.
Personal Qualities	<p>The post holder will need to be self-motivated, able to prioritise activities with the ability to communicate effectively with different customers, team members and suppliers of VPCC.</p>