

JOB DESCRIPTION

POST TITLE	Receptionist
DEPARTMENT	Operations and Management Support
TEAM	Reception
RESPONSIBLE TO	Assistant to Exec Pastor (Operations and Management Support)
WORKING HOURS	40 hours per week: Monday - Friday 8.30am – 5.00pm (30 minute unpaid lunch break)
Part time hours would also be considered as part of a job-sharing arrangement.	
RESPONSIBLE FOR	Volunteer reception staff
SALARY	FTE £18,939 – £20,685 per annum, dependent on experience.

JOB PURPOSE

To be responsible for the reception of all visitors, conference delegates and staff to KingsGate.

KEY ACTIVITIES

1. Ensure all visitors, contractors and conference delegates are given an excellent welcome to KingsGate and be the first point of contact.
2. Handle all external and internal telephone calls, providing an excellent service and dealing with all requests professionally and efficiently.
3. Manage the KingsGate Information email inbox by dealing with enquiries efficiently and responding to emails.
4. Distribute any messages quickly, clearly, and efficiently using the agreed format.
5. Ensure an excellent sign-in system for all staff and visitors, keeping it updated and organized.
6. Ensure that the reception area is kept clean, tidy, and organised.

7. Supervise any reception volunteers and ensure reception is always covered.
8. Manage an effective system for all incoming and outgoing post and parcels.
9. Ensure the stationery area is always kept well stocked and tidy.
10. Liaise with conferencing team on upcoming events and reception requirements
11. Ordering of main stationary stock items for staff and conferencing, ensuring best price possible.
12. Record and process all lost property. Manage and develop an efficient system
13. Fire safety – manage the sign-in system after the event of a fire evacuation.
14. Be the first point of contact for any First Aid requirements
15. Ensure refreshments are available and set up for weekly Staff Chapels
16. Manage and maintain bookings on dynamics for staff events and other events as required.
17. Liaise with caterers in relation to Staff Lunches and support the Assistant to Exec Pastor (Operations and Management Support) in organising other staff events.
18. Provide other administrative support as required.
19. **Be an effective internal and external ambassador for KingsGate, promoting the organisation's vision and values, positive corporate reputation through active partnership with other relevant stakeholders.**
20. **Positively manage your own personal development to make sure you maintain the technical and professional competence required to effectively perform your role and meet the standards of the organisation.**
21. **Contribute to and help promote positive communication across the organisation, constructive relationships, and effective staff feedback methods.**

- 22. Support your manager in identifying, assessing, and managing potential risks involved in work activities and processes.**
- 23. Keep confidential, and do not share inappropriately with colleagues or third parties any information on matters and circumstances which are sensitive and could be damaging to the organisation's reputation or business.**
- 24. Record and use information in accordance with KingsGate procedures and legal requirements i.e., Data Protection.**
- 25. Comply with health and safety requirements.**
- 26. Adhere to the Vision and Values of KingsGate.**
- 27. Perform any other tasks that may arise from time to time which are appropriate to this level of post.**

All staff members at KingsGate have the activities shown in bold included within their job description.

This job description was reviewed by the Assistant to Exec Pastor (Operations and Management Support) in June 2021.