

One KX

Receptionist Job Description

Reporting to: Operations Manager

Responsible for: No formal line management responsibility

Job Purpose

To create a welcoming and professional impression in reception. To be responsible for the appearance and management of the reception area, coordinating meeting room bookings, set up as well as a variety of administration duties. Deputising for the Duty Manager when required.

Organisational Context

Central YMCA comprises five component operations. Central YMCA club; Central YMCA Qualifications; One KX and Y Touring Theatre Company operate directly through the charity and YMCA Fitness industry Training (YMCAfit) operates through a subsidiary charity, London Central YMCA Ltd. The charity's mission is delivered predominantly within the health, fitness, education and opportunities for health in mind, body and spirit.

One KX's mission is '*to provide inspiration, education and opportunities for health in mind body and spirit with the community of Kings Cross*'. Through its work we are seeking to bring opportunities for creativity, learning and health improvement to those who live in the Kings Cross area, practically young people and those who do not currently access such activities, including BME communities. It will run as a social enterprise, generating income through its activities to ensure the long term viability of the project, whilst delivering social benefits to local people.

Key to its success will be the ability to engage meaningfully with local people and key partners in developing an innovative range and depth of arts, physical activity and educational programme, and providing a resource that becomes the heart of the local community.

One KX is a fully accessible five-storey building which will include the following:

- Multi – Activity studio (Offering a broad range of physical activity programme's)
- Vocational Training suite and training gym
- Theatre Workshop Space
- Digital Media Suite
- Community Café with children's soft play area
- Young people activity area and chill out space
- Group- work and one to one areas

The reception is the first point of contact for users of the centre. The receptionist must create a welcoming and professional atmosphere providing information to members of the public, centre users and colleagues.

Scope and Level of Authority

- Responsible for all transactions handled personally at reception.
- Receipt and storage of deliveries.
- Responsible for cashing up and balancing all monies each day.
- Authorise building access to known, valid visitors.

- Access as required to alarm codes to enable opening and closing procedures to be carried out.
- Take on additional responsibilities in the occasional absence of a Duty Manager as outlined below.

Main Duties and Responsibilities

Reception

- Provide an efficient, professional and friendly reception service to all guests and staff.
- Check and sign for deliveries.
- Book couriers as and when required and keep appropriate records.
- Ensure all queries/ enquiries are forwarded to the relevant person(s).
- Operate the switchboard, ensuring that all calls are dealt with swiftly and in a helpful and efficient manner.
- Be responsible for maintaining an up to date telephone lists and ensure that relevant staff and visitors sign in and out of the building.
- Proactively promote and sell One KX membership packages.
- Carry out guided tours of the building to prospective members when required.
- Ensure reception is kept tidy and presents a professional appearance at all times.
- Responsible for keeping up to date on procedural developments

Post

- Sort and deliver the daily post to each operation within One KX.
- Ensure recorded and special delivery post is completed accurately and in time for the last daily collection.

Duty Management

Act as Duty Manager when required dealing with:

- Opening and closing of the building.
- All fire and other evacuations.
- Health & Safety including first aid.
- Operational problems within the building.

Administration

- Provide administrative support for the Centre Director, Operations Manager and Children and Young People Programme Manager.
- Be proactive in suggesting system and procedure developments to provide an efficient and effective office environment.
- Act as main point of contact for all internal/external meeting room bookings and coordination of room set up.
- Maintain constant knowledge and awareness of current activities and procedures and ensure appropriate administration systems are in place as directed by your line manager.
- Maintaining a daily cash float and reconciling at the end of each shift.
- Ensure reconciliation of card payments at the end of each day, reporting any abnormalities to your line manager.

Staff Development

- Assist in the identification of personal training and development needs in relation to your duties in line with One KX's business objectives.
- Understand and work towards individual team and business objectives.

General

- Ensure health and safety standards are maintained at all times, and advise the health and safety representative of potential risk areas.

- Attend meetings as required.
- Provide effective assistance and support for all events as appropriate.

This job description is issued as a guideline to assist you in your duties. It is not exhaustive and we would be pleased to discuss any constructive comments you may have. The evolving nature and changing demands of our business mean this job description may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this job description and according to the needs of the Charity.

Receptionist Person Specification

We seek candidates who can demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having any direct previous experience of the job content. If you are short listed, we will be looking for evidence of all of the key competencies during the selection process.

<ul style="list-style-type: none"> ▪ Personal effectiveness ▪ Organisation and delivery of results ▪ Proactivity and initiative ▪ Creativity and innovation ▪ Problem-solving and decision-making ▪ Analysing and interpreting written and numerical information ▪ Self development 	<ul style="list-style-type: none"> ▪ Communication ▪ Managing self and relationships with others ▪ Team working and co-operation ▪ Negotiating and influencing ▪ Customer focus and managing diversity ▪ Building effective external relationships ▪ Maintaining and using systems
--	---

Although we are keeping direct experience/knowledge requirements to a minimum, we do need you to use the CV covering letter to demonstrate your capabilities in relation to each of the criteria listed in Sections one and two and three below (addressing each point in order).

1. Qualifications and Previous Experience

- 1.1 Educated to at least secondary school level or equivalent
- 1.2 Experience of dealing directly with the public in a busy service environment
- 1.3 Secretarial and administrative support

2. Special Knowledge and Job Requirements

- 2.1 Good verbal communication skills
- 2.2 Excellent interpersonal skills
- 2.3 Excellent telephone manner with a welcoming approach
- 2.4 Self motivated and proactive with an organised approach to work
- 2.5 Understanding of the tasks involved in the day to day running of a reception
- 2.6 Ability to work unsupervised using own initiative
- 2.7 IT literate – knowledge and intermediate use of MS office
- 2.8 Intermediate keyboard skills
- 2.9 Knowledge and the ability to take charge in the event of an operational or emergency situation such as flooding, fire or evacuation

2.10 'Appointed Person, First Aid Certificate' or have the ability to attain within 3 months

3. Additional Job Requirements

3.1 Well presented with a smart professional appearance

3.2 Evening & weekend work will be required