Receptionist

Information for Prospective Candidates

10 November 2026

Introduction to Only Connect

The mission

Only Connect exists to support men and women in the criminal justice system to live a crime-free life. Over the last 21 years, we have delivered a range of projects in different settings, including prisons and Youth Offender Institutions, schools, probation and at our base in King's Cross. The clue to all our work is in our name.

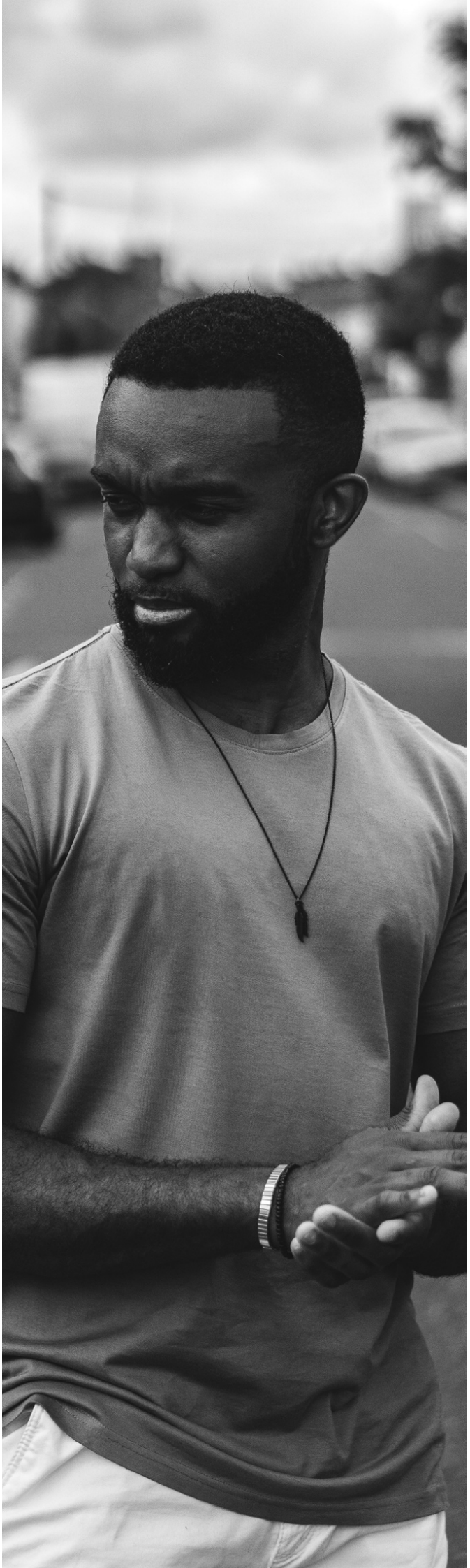
'Only connect the prose and the passion', wrote E.M. Forster in Howards End, 'and both will be exalted.' The 'prose' is the ordinary business of life, the job of meeting the responsibilities of adulthood. The 'passion' is the spirit inside us that gives us purpose and joy. When they are aligned - when the prose and the passion serve each other - we are fulfilled, and we belong.

We believe the 'who' and the 'how' matter even more than the 'what'. There is therefore a type of person, and a way of working, that we prize. These are summed up best in the word 'tenacity'. Tenacity means an absolute commitment to each man we are working with: a deep interest in him and his relationships, and a relentless effort to engage him in his own improvement or rehabilitation.

The story so far

Only Connect was established in 2006. The charity's first projects were theatre productions in London prisons, including HMPs Wormwood Scrubs, Pentonville and Holloway. We soon started working with ex-offenders as the men and women we'd met inside were released, and with their families. Over time, we recognised that the core of our work lay not in the arts themselves, but in our philosophy of relationships. Our work is still characterised by creativity, but has increasingly centred on supporting individuals to live more stable, relationally grounded lives.

Only Connect has changed through different seasons, at its largest employing around 50 staff and working across London prisons, schools, probation settings and communities. More recently, the charity has re-established itself on a smaller scale and refocused on its core relational approach. This process has led to a clearer articulation of its philosophy, now expressed through the 'Love & Money' framework. This approach supports people in building stable relationships and working lives, placing family, personal responsibility and sustained human connection at the centre of rehabilitation.



The co-working space

Only Connect's home at 32 Cubitt Street also houses a co-working community. Set in a Grade II listed building near King's Cross, it offers flexible desk arrangements, meeting rooms and event space for individuals and organisations looking for an affordable, welcoming, community-based place to work.

The space brings together people from different backgrounds and businesses, with shared facilities and opportunities to get to know one another. Its character depends on the everyday experience of those using it: with a friendly welcome, well-prepared rooms, reliable arrangements and someone willing to help when a problem arises.

The co-working space also provides an ongoing source of support for Only Connect's charitable mission, with all profits contributing to our work with people in the criminal justice system. Looking after the building and its occupants therefore makes a practical contribution to the charity's long-term sustainability.



Context & Purpose of the role

Only Connect's co-working space at 32 Cubitt Street provides a flexible, welcoming place to work and meet, while generating income to support the charity's mission. Its success depends on the quality of the space and the care taken in its everyday operation: how people are welcomed, how reliably arrangements are managed and how promptly requests and problems are addressed.

Reporting to the Business Development Manager, the Receptionist will help ensure the building is secure, prepared and ready for use, and that occupants and visitors receive a friendly, professional service. The role combines front-of-house responsibilities with bookings, viewings, occupant support and practical coordination with colleagues, cleaners and contractors. As familiarity and confidence develop, the postholder will be expected to take ownership of these routine responsibilities and carry them out with increasing independence.

Reception and the smooth running of the co-working space are the priorities. Alongside these, the postholder will support the wider charity by monitoring shared inboxes, handling correspondence, and helping caseworkers process referrals and maintain accurate Member Database records. This administrative support requires care, confidentiality and sound judgement, with decisions about members' suitability and risk remaining with caseworkers.

The purpose of the role is to provide a dependable daily presence: someone who takes pride in the building, builds constructive relationships with the people using it and follows through on the details that keep a shared workplace running safely and well.



Key Responsibilities

- **Reception and welcome:** Provide a warm, professional welcome to occupants, visitors and contractors. Manage arrivals, sign-in, telephone calls and front-desk enquiries, answering routine questions and directing people to colleagues as appropriate.
- **Building opening or closure:** Open or close the building securely, completing agreed fire, security and readiness checks. Follow established procedures, report concerns promptly and ensure the premises are ready for use or secured at the end of the day.
- **Shared spaces and meeting rooms:** Keep reception, communal areas and meeting rooms welcoming, orderly and ready for use. Prepare rooms for bookings and events, checking furniture, lighting, heating, ventilation and refreshments, and reset spaces afterwards. Monitor supplies, arrange replenishment through agreed processes and liaise with cleaners over routine requirements.
- **Co-working enquiries and bookings:** Respond to enquiries, conduct viewings and explain co-working packages and facilities. Process bookings, maintain accurate booking information and coordinate arrangements with colleagues. Work with the Business Development Manager to follow up with prospective tenants and support renewals.
- **Tenant support:** Welcome and onboard new tenants, providing an introduction to the building, facilities and working arrangements. Build constructive relationships with the co-working community, respond to everyday requests and work with the Business Development Manager to resolve concerns and complaints.
- **Maintenance and contractor coordination:** Identify and report faults, maintenance needs and safety concerns to the Operations Manager. Coordinate contractor visits as directed, arranging access and communicating relevant information to occupants and colleagues. Follow agreed procedures, referring maintenance decisions and compliance matters to the Operations Manager.
- **Payments and transaction records:** Handle cash and contactless payments accurately and securely, issue receipts and maintain clear transaction records in accordance with agreed procedures. As competence develops and responsibilities are agreed, support invoicing, payment follow-up, refunds and reconciliation.

- **Correspondence and shared inboxes:** Monitor the organisation's info@ and referral@ inboxes during working hours, acknowledge correspondence and answer routine enquiries clearly and professionally. Direct messages requiring specialist input or decisions to the appropriate colleague, highlighting urgent matters promptly.
- **Referral administration:** Support caseworkers with the accurate processing of referrals to Only Connect. Check information for completeness and, in coordination with caseworkers, request missing details, create records in the Member Database and upload available documents. Handle personal information confidentially and refer questions of suitability, risk and safeguarding to caseworkers.
- **Social media and promotion:** Support the promotion of the co-working space by planning and proposing posts, preparing content and developing campaigns with the Business Development Manager and colleagues. Publish agreed content, respond to routine enquiries and feedback, and contribute to the charity's wider social media activity where required.
- **Service monitoring and improvement:** Maintain accurate information on enquiries, bookings and occupant feedback. Share observations with the Business Development Manager to help identify recurring issues, understand occupants' needs and improve the co-working service.
- **Team and event support:** Work closely with the Business Development Manager, Operations Manager and wider team, providing clear handovers on outstanding enquiries, bookings and building matters. Participate in relevant team meetings and support the practical preparation and hosting of meetings and events.
- **Other duties:** Undertake other reasonable duties consistent with the role, as agreed with the line manager.

Candidate Profile

Personal qualities

- **A self-starter**: takes ownership of everyday responsibilities, notices what needs doing and acts within agreed procedures, seeking guidance when needed.
- **Welcoming:** takes a natural interest in people and helps tenants, visitors and colleagues feel comfortable and well received.
- **Dependable:** approaches responsibilities with punctuality, care and consistency, recognising that others rely on the building being ready and arrangements being followed through accurately.
- **Organised:** brings order to a varied workload, keeps accurate records and follows up outstanding tasks.
- **Adaptable:** responds calmly to changing priorities, interruptions and unexpected problems, maintaining a professional and helpful manner.

Skills

Essential

- **Customer service and relationship building:** Ability to establish constructive relationships with a wide range of people, respond helpfully to requests and handle concerns calmly.
- **Communication:** Clear verbal and written communication, including a professional telephone manner and the ability to prepare accurate, courteous correspondence.
- **Organisation and prioritisation:** Ability to coordinate bookings, prepare spaces and manage administrative tasks alongside front-desk responsibilities, recognising what requires immediate attention.
- **Practical problem-solving:** Ability to identify everyday operational problems, take appropriate action and recognise when to involve the Business Development Manager or Operations Manager.
- **Digital administration:** Confident use of email, calendars, documents and spreadsheets, with the ability to learn booking systems and the Member Database.
- **Payments and accuracy:** Ability to handle cash and contactless payments securely, issue receipts and maintain accurate transaction records.
- **Information handling:** Ability to check information for completeness, enter data accurately and manage sensitive documents in accordance with agreed procedures.

- **Independent and collaborative working:** Ability to work reliably with limited supervision once trained, communicate outstanding matters clearly and coordinate tasks with colleagues.
- **Professional judgement:** Ability to follow security and confidentiality procedures, maintain appropriate boundaries and recognise when concerns require prompt escalation.

Desirable

- **Social media:** Ability to prepare engaging content, contribute ideas for campaigns and respond professionally to online enquiries and feedback.
- **Workspace promotion:** Ability to conduct welcoming viewings, explain facilities and packages clearly and follow up enquiries.
- **Safety awareness:** Understanding of routine workplace safety and security procedures, including the importance of reporting hazards and following emergency arrangements.

Experience

Essential

- Held customer-facing roles, such as those in reception, hospitality, retail or another service environment.
- Administrative tasks requiring organisation, accuracy and reliable follow-through and the ability to trouble-shoot.
- Using common office applications for email, calendars, documents and spreadsheets.

Desirable

- Working for a co-working space, serviced office, venue or similar shared environment.
- Managing shared inboxes, bookings or professional correspondence.
- Supporting organisational social media accounts or promotional activity.
- Coordinating room preparation, supplies, cleaners or contractor visits.
- Handling cash or electronic payments and maintaining associated records.
- Handling confidential personal information or maintaining database records.

We welcome applicants with transferable experience from other settings. Training will be provided in building procedures, booking and referral systems, first aid and fire marshal duties.

Particulars

Location: The postholder will be based in the Only Connect offices on Cubitt Street (WC1) near King's Cross, London.

Because the postholder will open the office in the morning, candidates must be able to arrive punctually without relying on public transport.

Salary: £10,840.30 gross per annum for 15 hours per week.

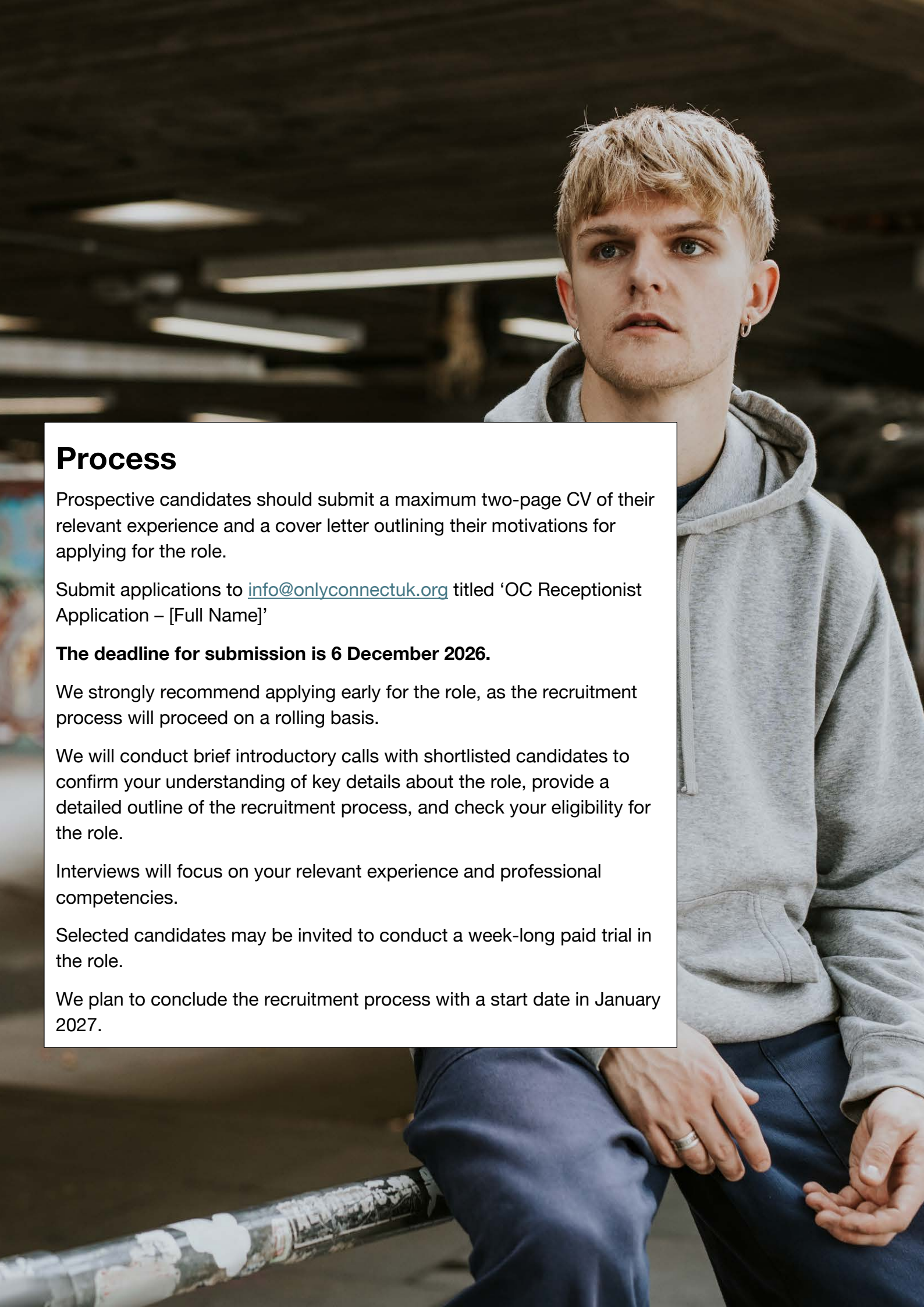
This is 0.43 of the full-time equivalent, based on a 35-hour full-time working week and a full-time equivalent salary of £25,210.

Time: Part-time. 5-day working week, Monday-Friday, 3 hours per day from 08:00-11:00. We are open to a portion of these days covering closing time from 15:00-1800. Some out-of-hours availability will be required.

Vetting: The prospective candidate must be eligible to successfully complete a standard Disclosure and Barring Service (DBS) check.

Right to work: Applicants must have the right to work in the UK. Only Connect is unable to offer visa sponsorship for this role. Evidence will be required before employment begins.





Process

Prospective candidates should submit a maximum two-page CV of their relevant experience and a cover letter outlining their motivations for applying for the role.

Submit applications to info@onlyconnectuk.org titled ‘OC Receptionist Application – [Full Name]’

The deadline for submission is 6 December 2026.

We strongly recommend applying early for the role, as the recruitment process will proceed on a rolling basis.

We will conduct brief introductory calls with shortlisted candidates to confirm your understanding of key details about the role, provide a detailed outline of the recruitment process, and check your eligibility for the role.

Interviews will focus on your relevant experience and professional competencies.

Selected candidates may be invited to conduct a week-long paid trial in the role.

We plan to conclude the recruitment process with a start date in January 2027.