

## Job Description

|                   |                            |                 |  |
|-------------------|----------------------------|-----------------|--|
| <b>JOB TITLE</b>  | Administrator/Receptionist | <b>GRADE</b>    | LG2  |
| <b>REPORTS TO</b> | Front of House Manager     | <b>LOCATION</b> | Methodist Church Connexional Team base, Central London |
| <b>TEAM</b>       | Finance and Resources      | <b>SECTION</b>  | Front of House   |

### JOB PURPOSE AND OBJECTIVES

To provide a welcoming front of house service to visitors and tenants, and a helpful and professional customer-focused administrative service to colleagues working in Methodist Church House (MCH) and across the wider Connexional team. The comfort and safety of all who use MCH will be a priority at all times. Working as part of a small front of house and facilities team, the post holder will strive to promote a sense of community, in line with the mission and values of the Church.

### JOB DIMENSIONS

#### RESOURCES UNDER CONTROL

|                       |     |
|-----------------------|-----|
| <b>Direct reports</b> | n/a |
| <b>Resources</b>      | n/a |

### ROLE ACCOUNTABILITIES

1. Provide professional central function services such as reception, mail distribution and franking, meeting room support, hotel, travel and courier bookings, data entry, and general administration.
2. Provide a range of customer-focused administrative services to the wider Connexional team, such as preparing documents, recording cheques and processing donations, and updating mailing lists and databases.
3. To effectively operate the switchboard for the Connexional Team and other occupants of the building to ensure callers receive high quality assistance and are referred to appropriate departments/teams.
4. To work on the Methodist Church reception desk, providing a warm welcome to visitors, issuing security passes to visitors and contractors, and coordinating deliveries and couriers both to and from the office.
5. To service meetings held at the Methodist Church House, ensuring that appropriate actions are taken before, during and after each meeting, and that resources, refreshments and rooms are booked as required.
6. To help manage the multi-functional space on the ground floor, keeping the area clean and

tidy and ensuring that refreshments are replenished as required.

7. Respond to emails and face-to-face enquiries, and direct colleagues and visitors using knowledge of the Church's mission, aims and structures.
8. Comply with data protection legislation and associated regulations.
9. Provide support to administrative colleagues in other teams, possibly part-time, linked to specific projects or other programmes of work as required by stakeholders.
10. Provide ad hoc support to the wider Connexional Team from time-to-time during peaks in their own areas of work.
11. Support the Facilities function to ensure that the Fire Emergency Evacuation Plan, and Health and Safety procedures are appropriately implemented, liaising with contractors as required, and supporting planned maintenance work.
12. Any other reasonable duties as requested by the Front of House Manager, the Building and Facilities Manager or the Executive Director of Finance and Resources.

## Person Specification

### GRADE LEVEL 2 – REFER TO THE GRADE DESCRIPTORS

|   | Essential | Desirable | Assessment Method |
|---|-----------|-----------|-------------------|
| <b>Education and Training</b>   |           |           |                   |
| GCSE in English and Maths or equivalent work experience   | X         |           | AQ                |
| Higher education qualification in a relevant subject  |           | X         | AI                |
| <b>Proven Abilities, Knowledge and Skills</b>   |           |           |                   |
| Ability to undertake a range of administrative and general duties   | X         |           | AI                |
| Experience of working in an administrative and customer facing environment  | X         |           | AI                |
| Proven ability to successfully organise and manage a varied workload, taking initiative and ownership of work given | X         |           | AI                |
| Proven ability to work as part of a team, helping and encouraging others as required                                | X         |           | AI                |
| Ability to master a wide range of subject matter and understand the links between them                              | X         |           | AI                |
| Ability to work well under pressure   | X         |           | AI                |
| Proven ability to work with highly confidential information in an appropriate manner                                | X         |           | AI                |
| Ability and willingness to follow instructions  | X         |           | AI                |
| A diplomatic, clear and helpful manner on the telephone   | X         |           | AI                |

|  |   |   |    |
|--|---|---|----|
| The ability and willingness to engage with a wide range of visitors, either in person, on the telephone or through digital means   | X |   | AI |
| Excellent communication skills, both written and oral  | X |   | I  |
| Excellent interpersonal skills   | X |   |    |
| Experience in working with Microsoft packages, including Excel, Word, Teams, SharePoint, OneDrive, Outlook, PowerPoint and more  | X |   | AI |
| <b>Personal Qualities</b>  |   |   |    |
| Demonstrate an understanding of and be supportive of the work and mission of the Methodist Church  | X |   | AI |
| Demonstrate awareness of, and sensitivity to, issues of equality, diversity and inclusion and a commitment to the unique value of the individual in all aspects of the Church's life | X |   |    |
| An understanding of working within a Christian organisation  |   | X | AI |
| A professional and positive approach to work, with a commitment to personal professional development and self-improvement  | X |   | AI |

**Method of Assessment:** A – Application Form; I – Interview; W – Written exercise; P – Presentation; G – Group exercise; Q – Proof of qualification (certificates or transcripts)

*(We reserve the right to assess any other aspects of the role in a format not previously described)*

## TERMS AND CONDITIONS

|                                       |   |                                  |         |                                 |         |                                       |         |
|---------------------------------------|---|----------------------------------|---------|---------------------------------|---------|---------------------------------------|---------|
| <b>Health and Safety:</b>             | The post holder will be subject to the Methodist Council's Health and Safety policy   |                                  |         |                                 |         |                                       |         |
| <b>Equal Opportunities:</b>           | The post holder will be subject to the Methodist Council's Equal Opportunities policy   |                                  |         |                                 |         |                                       |         |
| <b>Physical Conditions:</b>           | Open plan office accommodation (full-time office based)   |                                  |         |                                 |         |                                       |         |
| <b>Remuneration:</b>                  | £26,880.00 per annum  |                                  |         |                                 |         |                                       |         |
| <b>Hours of Work:</b>                 | <p>5 days per week</p> <p>Normal hours of work will either be from 8.45am to 4.45pm or 9.15am to 5.15pm with an hour for lunch. Some flexibility in working hours may be required due to the nature of this post and the work of the team. A flexi-time scheme is in operation, where core-working hours are 10.00 am to 12 noon and 2.00 pm to 4.00 pm. The flexi-time policy should be referred to for further information.</p> <p>Payment for overtime is not given but employees are entitled to time off in lieu by arrangement.</p> |                                  |         |                                 |         |                                       |         |
| <b>Holiday Entitlement:</b>           | <table style="width: 100%; border: none;"> <tr> <td style="width: 70%;">During the first to fourth years</td> <td style="text-align: right;">25 days</td> </tr> <tr> <td>During the fifth to ninth years</td> <td style="text-align: right;">28 days</td> </tr> <tr> <td>During the tenth and subsequent years</td> <td style="text-align: right;">30 days</td> </tr> </table> <p>Plus Bank Holidays and an extra three days at Christmas and New Year.</p>   | During the first to fourth years | 25 days | During the fifth to ninth years | 28 days | During the tenth and subsequent years | 30 days |
| During the first to fourth years      | 25 days   |                                  |         |                                 |         |                                       |         |
| During the fifth to ninth years       | 28 days   |                                  |         |                                 |         |                                       |         |
| During the tenth and subsequent years | 30 days   |                                  |         |                                 |         |                                       |         |
| <b>Sick Pay:</b>                      | Entitlement in accordance with the Methodist Council's terms and conditions of employment   |                                  |         |                                 |         |                                       |         |
| <b>Pension:</b>                       | There is a contributory pension scheme to which eligible employees will be auto-enrolled. Employees who do not meet the auto enrolment criteria are eligible to join the scheme subject to certain provisions.  |                                  |         |                                 |         |                                       |         |
| <b>Probationary Period:</b>           | Appointments for lay employees are made subject to the satisfactory completion of a probationary period, normally six months.   |                                  |         |                                 |         |                                       |         |
| <b>Season Ticket:</b>                 | Season ticket loans are available after the satisfactory completion of the probationary period.   |                                  |         |                                 |         |                                       |         |