

## Receptionist – Job Description

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**About us: Praxis Community Projects** is a dynamic, award-winning human rights charity supporting people who have migrated who are in crisis or at-risk, ensuring that their essential human needs are met and that they are able to overcome the barriers they face. We provide legal advice and welfare support including group work. We build community, challenge exclusion and discrimination, influence policy, improve services and inspire solidarity with those who have migrated.

**Purpose of the role:** To provide a friendly and welcoming service to all clients and visitors coming to Praxis' Pott Street offices. To take day to day responsibility for the reception area; keeping it tidy and well stocked with service leaflets, timetables, fliers etc. Responsibility for the in and out-going post, answering of incoming calls and relaying messages, and carrying out necessary administrative tasks and taking responsibility for health & safety in the reception area. Overall, being a helpful, friendly, and professional first point of contact for everybody who comes through the door at Praxis.

**Relationships:** Reports to the Office Manager; liaises with staff, service users, visitors to Praxis, contractors, and any other building users. Works with volunteers, advisors, caretaking staff and the wider Praxis team

**Place of work:** The normal place of work will be the Praxis offices at Pott Street. Due to the nature of the role, there is no leeway for the Receptionist role to partake in hybrid working; it is office-based.

**Terms:** part-time (15-18.5 hours per week Monday-Friday - working pattern tbc); 25 days annual leave (rising one day per year to a max of 30) plus statutory holidays (pro-rated); Salary: NJC scale 4-5 (£25,051-£25,437 pro-rated), inclusive of London weighting.

### Responsibilities:

#### Reception

- Unlocking the building between 8:30-9:00am.
- Keeping reception tidy and set up, ready to receive visitors from 9am.
- Welcoming service users and visitors as they arrive ensuring that they sign in and out when entering and leaving the building.
- Keeping a log of which staff are in the building on a given day.
- Provide a client centred approach in your liaison with service users, offering basic signposting for clients requiring support.
- Utilise our client database system to identify which teams/members of staff our service users need to see or receive support from.
- Answering the reception phone, taking detailed messages, and passing them as needed to staff members.
- Clearing reception voicemail messages at the beginning and end of each working day; and at regular intervals during the day to ensure all messages are picked up and managed in a timely manner.
- Ensuring the reception area is well stocked with all necessary equipment, such as drinking cups, stationery, etc.

- Ensuring that all fliers, timetables, service leaflets, poster displays, etc. available, up to date and tidy.

### **Administration**

- Checking the Reception and Admin email accounts (including junk email folders) at the beginning and end of each day, as well as at regular intervals during the day, forwarding messages to relevant staff as promptly as possible.
- Date-stamping, sorting, and distributing all incoming mail (both electronically through scanning mail and hard copy distribution where relevant).
- Manage the post book for outgoing mail, including recorded delivery items, ensuring that all outgoing post is sent appropriately and within the appropriate timescales.
- Managing the internal room booking system.
- Providing general administrative support as and when needed, including help with compilation and distribution of Board papers, filing, and any other required tasks across the organisation.
- Utilising signposting resources on SharePoint when approached by people attempting to access services that Praxis are not able to provide (or have no capacity to take on) and signposting to appropriate service.

### **Other**

- Placing of stationery and office/postage supply orders with the Office Manager as needed to ensure that appropriate supplies are available for staff.
- Responsibility for Health & Safety within the Reception area, ensuring that procedures are followed and that any necessary improvements/repairs are reported and undertaken as required.
- Act as Fire Marshall for the first floor of the Pott Street building.
- Provide cover for any other administrative roles or tasks as and when required.

## **PERSON SPECIFICATION**

### **Essential requirements**

You will be a friendly, efficient, and welcoming person, with an ability to always manage enquiries of service users and visitors to the building in a calm and professional manner. You will be committed to providing a warm welcome to any visitors to Pott Street, and will be a team player, being willing to support other staff across the organisation as needed. You should be committed to self-improvement and respond positively to constructive feedback when given. You must be very organised, good at multitasking, and have good attention to detail, as well as being passionate about working with and supporting Praxis' service users. Particularly, you must have:

- Previous experience (paid or voluntary) working in a customer-facing role.
- Strong communication skills, both written and verbal.
- Strong IT skills: good knowledge of Microsoft packages, specifically Word, Outlook and Excel.
- Ability to stay calm in a crisis or an unexpected situation.
- Strong administration and organisation skills.
- Ability to work under pressure and manage challenging and sensitive situations in a professional and empathetic manner, understanding that visitors to Praxis may often be in a state of crisis.

### **Desirable requirements**

- A good knowledge/understanding of the challenges faced by migrants at risk.
- Experience working with SharePoint.
- Experience of working in a similar sector environment.
- Bengali speaker desirable, but not essential.