



A route out of
homelessness

curated in support
at no cost to
Glass Door Homeless Charity

GLASS DOOR

Receptionist

Job pack

Our vision is a future where no one has to sleep on the streets of London.

About us

Based in London, Glass Door coordinates the UK's largest network of open-access services for people facing or experiencing homelessness.

Since 1999, thousands of people have found safe shelter and the support needed to leave homelessness behind.

Open access means that anyone experiencing or at risk of homelessness can turn to Glass Door regardless of who they are or where they are from. We offer a variety of services and not all our services are right for everyone, but no one will be turned away without an offer of support.

We provide year-round advice through our team of expert caseworkers and coordinate London's largest emergency winter shelter network. Our shelter and support services save lives and create a route out of homelessness for good.

We are an independent charity that receives no funding that would impede our open access policy. It is thanks to the support and partnership of individuals, churches, community groups, businesses and trusts and foundations that we can continue to provide shelter and support to those who need it most.

What we do

Shelter

Every winter, we work closely with community centres and churches in West London who provide space for a sleeping area for our guests. Our shelters operate from a different venue every night of the week. We have three shelters operating nightly in the boroughs of Kensington and Chelsea, Hammersmith and Fulham and Wandsworth. The shelters accommodate around 35 guests each night.

We provide basic sleeping bags and mats and offer a hot evening meal. Our guests leave in the morning after a hot breakfast and we then close the shelter, removing all equipment ready for setting up in the evening.

Advice and Support

Year-round, anyone in need can speak with dedicated caseworkers who offer advice, advocacy and practical support. Guests can access the advice and support service either from our partner day centre drop-ins or, during the winter, from our emergency night shelters. Guests can also find other services provided by the drop-ins, such as lunch, laundry and showers.



How to apply

Thank you for your interest in this role - we're so glad you'd like to join our team.

Outlined further in this pack is the job description and person specification, the main terms for the role and a summary of our recent impact.

If you believe in our ethos and want to make a difference, please apply by sending your CV and a short supporting statement (no more than two pages) to jobs@glassdoor.org.uk.

Interviews will happen on a rolling basis. Due to the volume of applications received, regrettably, only shortlisted applicants will be contacted.

We foster a diverse and inclusive culture and welcome applicants from all backgrounds. We particularly welcome applications from people with lived experience of homelessness. When you apply for a role with Glass Door, we ask you to complete this [Equality and Diversity Monitoring Form](#). Doing so is voluntary and the information provided will be kept confidential and used for monitoring purposes only.

If you have any accessibility requirements, or require the application pack in a different format, please get in touch by emailing jobs@glassdoor.org.uk

Job specification

Team: Finance & Resources
Location: On site – Argon House, Argon Mews, London, SW6 1BJ
Duration: Permanent
Reporting to: Office Manager
Hours of work: 9am to 5pm every Monday, Tuesday and alternate Wednesdays (with some flexibility)
Salary: £26,138 pro-rata (expected to be approximately 0.5x full-time equivalent)

About you

A key guest-facing role at Glass Door Homeless Charity's head office, the receptionist role provides plenty of variety in supporting staff and being a first point of contact for guests.

Job specification

What you will do as part of our team

Provide reception and general office support for our busy team

- Be the first point of contact for members of the public contacting Glass Door, answering the phones and logging all calls; dealing with incoming enquiries by telephone, email, website feedback or voicemail; passing on queries to colleagues as appropriate.
- Manage enquiries from guests and either responding to these or referring them to caseworkers as appropriate.
- Be responsible for day-to-day management of the office by dealing with incoming and outgoing mail (including franking and delivery to the post office).
- Manage the meeting rooms and meeting room calendars.
- Monitor office equipment to ensure functionality and report any breakages or repairs needed (including IT) and re-ordering office supplies, etc.
- Be responsible for monitoring parking in front of the office and ensuring management and safe storage of keys for the charity's motor vehicles.
- Assist the Office Manager with organising volunteer help for appropriate office tasks.
- Keep our offices organised and tidy (including storage of office materials, tea and coffee etc.).
- Carry out ad hoc tasks as requested by the Office Manager.
- Provide ad hoc support to the casework team e.g. keep in touch.

Support our Fundraising, Communications and Volunteering functions

- Help to process deliveries of physical donations; scan cheques and ensure cash donations are recorded, secured in the safe and the Fundraising and Communications (FRC) team are notified.
- Provide ad hoc support to the FRC team such as ordering stationery / supplies, sorting equipment / doing stock checks and assisting with mass mail outs.

Person specification

Essential

Knowledge, Skills and Abilities

- An effective gatekeeper; punctual and reliable with excellent communication skills.
- A good grasp of GDPR (General Data Protection Regulation) and confidentiality.
- An ability to multi-task.
- IT literate with a basic level of knowledge in Microsoft Word, Outlook and Excel.
- Excellent organisational skills with strong attention to detail, especially record-keeping and electronic filing.
- Strong written English and numeracy skills.
- A good understanding of Health and Safety at work, with the ability to follow procedures and maintain security, with practical knowledge of health and safety at work and/or the ability to learn.
- Good interpersonal and verbal communication skills with a professional telephone manner.
- Able to forward plan and schedule workflows.
- Able to relate to and work with people from a range of backgrounds.
- Excellent time management skills; able to work proactively unsupervised and use own initiative.

Qualifications and experience

- Previous experience of working in reception, front of house or within an office environment.
- Administration or other relevant qualification.

Personal qualities

- An empathetic attitude towards homeless and vulnerably housed people.
- A confident self-starter able to use initiative and prioritise workloads.
- A team worker with an approachable open, collaborative style and a practical, “can-do” approach.
- A commitment to our values and able to ensure their attitude to work and people is positive, inclusive and dignity with and to others is upheld.
- Proactive and resourceful with a professional attitude.
- Ability to adhere to and implement Health & Safety, operational policies.

Desirable

Qualifications and experience

- Experience of working with homeless people or similar disadvantaged client groups and an understanding of their needs.
- Administrative experience in the not-for-profit sector.
- Ability to speak other languages.

Our impact

- 1,786 individuals received support through Glass Door's expert casework service and emergency winter night shelters in 2022-23.
- Despite the many challenges associated with the economy including the cost of living crisis, 294 of our guests moved into housing this year.
- In the winter of 2022-23, a total of 293 individuals found a safe place to stay in our emergency winter night shelters.
- Behind each statistic are hundreds of individuals, each with a unique story. This year 157 of those we supported were refugees or asylum seekers. 22% suffered from mental health issues, and 18% from physical health issues.
- Guests experiencing multiple challenges such as a relationship breakdown, past trauma, alcohol dependency and debt found help to address these issues and become more stable and self-sufficient.



Benefits and perks



26 days holiday per year, with an extra day each year of service to a maximum of 30 days, plus bank and public holidays



Contributory pension scheme



Employee Assistance Programme



Cycle to work scheme



Reflective practice: one-one coaching session/s with an external qualified practitioner



Enhanced sick pay from start of employment



Personal development training opportunities



Season Ticket Loan Scheme

Our values



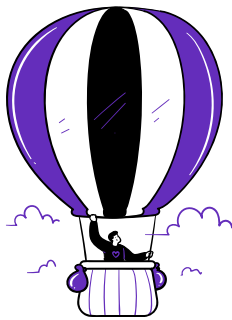
We are welcoming



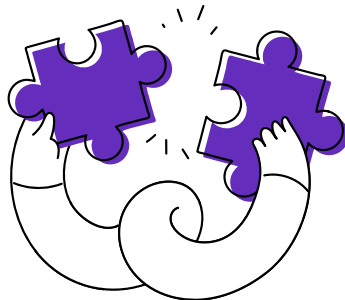
We are open to all, without prejudice



We are compassionate



We believe individuals can turn their lives around



We build trust



We are ambitious and bold, but we grow sustainably



We know we can have a bigger impact when we work together

EDI (equality, diversity and inclusion)

We are committed to ensuring Glass Door continues to be an organisation where everyone, regardless of gender, sexuality, marital or civil partner status, race, nationality, religion or belief, pregnancy, disability or age can participate, excel and contribute to our work.

We foster a diverse and inclusive culture and welcome applicants from all backgrounds. We particularly welcome applications from people with lived experience of homelessness.

We ask candidates to complete this [Equality and Diversity Monitoring Form](#) and while it is voluntary, it would be helpful if you would do so as this will assist us in monitoring our reach within all our communities.

While we partner with some churches and church-owned properties to run our casework services, we are not a religious organisation. There is no requirement for our employees or volunteers to hold a faith or a belief.



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