



Job Description

Job title:	Receptionist
Department:	Client Services
Reporting to:	As per local structure chart
Salary:	£26,487 per annum
Hours:	As per local arrangements
Location:	Based in Crisis Skylight Newcastle
Contract type:	Permanent

Core Purpose

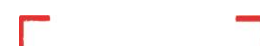
- Client Services at Crisis seek to work alongside people experiencing homelessness to enable each individual to receive the support they need to end their homelessness.
- As a Receptionist you are the first point of contact for anyone contacting the Skylight Centre. You will provide a positive welcome to Crisis and be an ambassador for our services.
- The key to success will be your ability, to collaborate constructively and effectively as part of the Crisis team, to make collaborative, consistent and persistent relationships with each person.

Aim and influence

- Provide a safe and welcoming reception for staff, clients, tenants and volunteers within Crisis' building, providing effective information and Guidance (IAG), where required.

Financial and supervisory responsibility

- Supervise reception volunteers ensuring that they are fully occupied and offer ongoing guidance to assist in their development.
- Working within the organisations financial procedures where directed.





Other key details

- The role involves working with vulnerable adults and young people and so a satisfactory enhanced disclosure from the Disclosure and Barring Service is required

Job responsibilities

- Provide a safe and welcoming reception for staff, clients, tenants and volunteers within Crisis' buildings, providing effective IAG.
- Answer internal/external calls and route accordingly.
- Ensure that incoming post is opened and delivered appropriately and promptly, and outgoing post is processed in line with agreed procedures.
- Processing all deliveries, distributing and storing as appropriate in line with agreed procedures.
- Carry out administrative responsibilities relating to reception as directed by the Administration Coordinator.
- Enter data in an accurate and timely manner into the organisations data base systems.
- Ensure there is a stock of stationary and stores available for reception.
- Updating contact lists.
- Responding to general enquiries including Enquiries inbox.
- Undertake other administration activities to support the wider Administration Team
- Support reception volunteers ensuring they are fully occupied and offering ongoing guidance to assist in their development.
- Give signposting information advice and guidance as appropriate.
- Ensure that any safeguarding concerns are identified and reported in line with Crisis procedures
- Supporting Crisis' IT department with any on site troubleshooting.



- Providing IAG to members through a drop-in service for new and existing members and help members with housing support related issues

General responsibilities

- Pro-actively seek out opportunities to promote and support member involvement within Crisis
- Develop and maintain an understanding of Crisis' work and the needs and circumstances of people facing homelessness
- Comply with Crisis policies and procedures, including Health and Safety policies, for which all employees owe a duty of care both to themselves and others, in accordance with the Health and Safety at Work Act.
- Comply with all Crisis policies and procedures insofar as they relate to the provision of services, including Safeguarding and Equality, Diversity & Inclusion
- Deliver services that are person-centred, sensitive and responsive to the diverse needs of Crisis Members
- Supervise, guide or direct Volunteers where necessary
- Work collaboratively across departments to support Crisis' mission to end homelessness
- Flexibility to cover other roles of comparable level to maintain and adapt service delivery where required
- Commitment to the utilisation of Crisis' chosen IT Systems
- Competent in the use of laptops, desktop PC's and headsets
Competent in the use of Microsoft applications i.e.: MS Outlook, MS Teams, MS Word and MS PowerPoint along with the use of online applications, for example Zoom and web browsers - Google Chrome or Microsoft Edge
- Understand and promote the importance of evidencing our impact in preventing and ending homelessness and evidence the barriers faced by members to directly inform our Policy and Campaigns strategies. Through the use of the Crisis Member Achievement and Progression System (MAPS) and case management standards/matrix



- To contribute directly to the delivery of an effective and impactful Crisis at Christmas. Which will include an expectation to work at times over Christmas public holidays in return for time of in lieu (TOIL).
- Carry out any other duties reasonably associated with your role

Person Specification

Essential

1. Relevant experience of working within a reception/administrative support role
2. Experience of providing customer service within a commitment to deliver the highest standard of customer care
3. Excellent communication skills with the ability to work successfully with disadvantaged or social excluded groups and individuals
4. Effective written and verbal communication skills
5. Good organisational skills with ability to deal effectively with conflicting priorities in a busy environment
6. Ability to deal with challenging situations with a calm and confident approach to reach a positive resolution
7. Ability to work cooperatively as part of a team
8. Hold, or willing to work towards an Information, Advice and Guidance (IAG) qualification
9. Knowledge of safeguarding and commitment to act in compliance with safeguarding policy and procedures
10. Commitment to Crisis' purpose and values
11. Commitment to equality, diversity and inclusion

Desirable

1. Experience of working with homeless or other vulnerable groups