



Job Description

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| Job title: | Receptionist |
| Department: | Client Services |
| Reporting to: | As per local structure chart |
| Salary: | £15,290 (£28,165 FTE) per annum |
| Hours: | 19 per week |
| Location: | 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



Supporting your application

Thank you for your interest in working for Crisis.

Before you apply, please take a moment to read through the frequently asked questions below which are designed to support your application and help you understand our recruitment processes.

The person specification requires a qualification or experience that I do not have. Is it still worth me applying?

The person specification has the key knowledge, skills, experience or behaviours needed to carry out the job successfully and you will be scored based on any information you provide. If you don't quite meet the criteria, for example if you have an understanding of something rather than experience of doing it yourself, you may still pick up points for explaining your understanding or how you might approach it. However, some of the person specification points, for example specific qualifications, are critical to the role so if you don't meet those requirements, you are unlikely to be shortlisted.

Can I apply by sending my CV?

Occasionally we accept CVs and a covering letter but only if this is requested in the advert for the post. We don't accept speculative applications or hold CVs on file.

What should I do if I can't complete an online application?

If you would like to apply in a different format, for example in a Word document, because you are unable to use the online process, please contact the Recruitment Team jobs@crisis.org.uk It is helpful if you provide details of your requirements or suggestions about how we might best support you to apply so that we're able to consider alternatives.

Does Crisis use Artificial Intelligence (AI) technology for shortlisting?

Crisis does not use AI technology for shortlisting applications or throughout our recruitment process.

Can I use Artificial Intelligence (AI) technology for my application?

We strongly discourage applicants from using AI technology at any stage of the recruitment process. This is so we can run a fair, transparent process which gives all applicants an equitable chance of success. We want to hear about your own experience and perspectives in your application and if shortlisted, during the interview too.



How can I maximise my chance of being shortlisted?

It is important that you complete all sections of the online application form to ensure that the recruiting panel understand your interests, skills, behaviours, knowledge and experience.

Shortlisting is mostly based on the information you provide in the assessment form section.

A strong application will also be in line with the [Crisis Values](#) that you can find on our website.

Please note! If you don't provide full responses against the person specification points, the panel won't be able to score your application fully and it will be unlikely there is enough information for you to be shortlisted.

How quickly will I know if I have been shortlisted?

Every recruitment campaign will be different depending on how quickly the shortlisting panel can review applications but if you have not been shortlisted, you will receive an email from us confirming that.

If I am not shortlisted, can I get feedback on my application?

Unfortunately, we are not able to offer feedback on your application if you are not shortlisted for interview.

Can I get feedback after my interview?

We appreciate that information about where you did well or less well can be useful, so if you are not successful following interview we are able to provide feedback.

Will you notify me of future vacancies?

Once you have registered via Crisis Jobs Online, you can sign up to receive notifications of new vacancies based on the criteria you select. We also recommend that you check our website regularly for details of new vacancies.

I recently applied for a role and was not successful, but have seen the role re-advertised. Is it worth me applying again?

If the gap between advertising has been short, we would normally advise that candidates need not apply again, unless you have re-written and enhanced your application. Some examples might be that you have strengthened your examples using the STAR technique above.



Crisis Jobs Online

I have typed my personal statement answers into the online form, but it won't let me save them.

What should I do?

There is a word limit of 400 per answer so it could be that you have exceeded the limit and that is what is preventing you from saving your work.

I filled in the personal statement section and tried to save it/submit it. However, it wouldn't do this and my information was lost. Is there any way to retrieve it?

You are encouraged to record your answers in a Word document first before copying and pasting your answers into the online application form, using the keyboard shortcuts Ctrl + C to copy and Ctrl + V to paste. The application form has a strict time out limit and so if you take longer than that limit you will lose your work and we are unfortunately not able to retrieve it.

Where can I get help?

If your query has not been answered above, you can contact the Recruitment Team jobs@crisis.org.uk for support.